

OCCUPATIONAL OUTLOOK REPORT



& TRAINING DIRECTORY

FRESNO COUNTY

1999 - 2001



A Proud Member
Of America's
Workforce Network



The California Cooperative
CCOIS
Occupational Information System

Fresno County

Occupational Outlook Report 2001

The information presented in this Occupational Outlook Report (OOR) was collected, analyzed and disseminated through a partnership between staffs of the Fresno Area Workforce Investment Corporation and the California State Employment Development Department, Labor Market Information Division (LMID). Technical guidance was provided by the California Cooperative Information Coordinating System. The purpose of this OOR is to provide information for labor market decisions, including personnel management, career counseling and selection, and vocational training program planning. Questions regarding the information in this report should be directed to Stephen G. Toews, FAWIC Research Analyst at (559) 490-7174 or on line at stoews@jobsfresno.com (Copies of the 2001 OOR are available for \$20 each)

Information in the Occupational Sections of this report applies specifically to Fresno County. The data contained in this report was collected from June 30th to August 30th in 1999, June 9th to August 11th in 2000, and from July 12th to September 7th in 2001. Local users of the occupational report selected the occupations presented for study and many are mentioned in the *acknowledgements* page of this report.

You may reach the sponsoring agencies at the following URLs:

- The Fresno Area Workforce Investment Corporation (FAWIC) www.jobsfresno.com
- The State of California Employment Development Department (EDD) www.edd.ca.gov
- California Occupational Information Coordinating Committee (COICC) www.soicc.ca.gov
- EDD Labor Market Information Division (LMID) www.calmis.ca.gov

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FRESNO WORKFORCE INVESTMENT BOARD AND CCOIS STAFF

The **FRESNO AREA WORKFORCE INVESTMENT CORPORATION** works through the **FRESNO COUNTY WORKFORCE INVESTMENT BOARD**, serving as the lead agency in the local implementation of the **CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM (CCOIS)**

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SECTION 1

Introduction

A Special Message for Readers and Users

The Fresno Area Workforce Investment Corporation and the State of California Employment Development Department, Labor Market Information Division, have made a substantial effort to ensure the accuracy of the information contained in this report. Agencies and staff are committed to high standards for research and to reliable labor market information for local users. The data is collected from local employers and training providers through the use of a survey instrument. The information collected generally represents conditions that exist at the time of the survey. No attempt is made to verify the accuracy of the data provided. It is for this reason that although measures are taken to provide meaningful information, the results should be used with care and prudence.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. This report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages shown here reflect the minimum wage that was in effect at the time the occupations were surveyed. **The minimum wage in effect as of January 1st, 2001, is \$6.25 per hour.** Information in the Occupational Sections of this report applies specifically to Fresno County. The data contained in this report was collected from June 30th to August 30th in 1999, June 9th to August 11th in 2000, and from July 12th to September 7th in 2001. Percentage totals may not always add up to 100% due to rounding.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state agency staffs.

WHO IS INVOLVED IN THE CCOIS?

EMPLOYMENT DEVELOPMENT DEPARTMENT / LABOR MARKET INFORMATION DIVISION

The Employment Development Department (EDD), Labor Market Information Division (LMID), is the division responsible for the collection, analysis and dissemination of labor market information in California. LMID is also the contract administrator for the CCOIS program.

CALIFORNIA OCCUPATIONAL INFORMATION COORDINATING COMMITTEE

The California Occupational Information Coordinating Committee (COICC) is an inter-agency committee created by the state legislature to promote the development and use of a statewide occupational information system. The COICC played the key leadership role in developing the Training Component for the CCOIS and the Occupational Outlook Report. Committee members are:

Employment Development Department
Chancellor's Office, Community Colleges
Council for Private Postsecondary & Voc. Ed.

California Trade and Commerce Agency
Department of Rehabilitation
COICC Staff

Department of Social Services
Employment Training Panel
California Department of Education

FRESNO AREA WORKFORCE INVESTMENT CORPORATION

The Fresno Area Workforce Investment Corporation specializes in providing employment and job-training opportunities designed to develop a quality workforce necessary to support expanding jobs, reducing unemployment, and encouraging self-sufficiency. The Fresno Area Workforce Investment Corporation receives its funding from the Department of Labor through the State of California Employment Development Department. The FAWIC partners with the CCOIS to conduct this study and prepare this report.

LOCAL OCCUPATIONAL INFORMATION COORDINATION COMMITTEE

The Local Occupational Information Coordinating Committee (LOICC) represents many of the potential users of this report. The purpose of the group is to assist FAWIC in the selection of occupations for study and to provide leadership for the proper development and use of the occupational system in Fresno County. The following is a list of agencies and organizations that are represented on the LOICC.

Adult Education
Apprenticeship
Community Colleges
Employment Development Department
Employment Generating Agencies

Employment Training Panel
Local Employers
FAWIC
TANF

Private Vocational Schools
Department of Rehabilitation
Regional Occupation Programs
FAWIC Service Providers
Labor Unions

WHY IS THIS RESEARCH CONDUCTED?

Seven Uses of CCOIS Reports

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

➤ **CAREER DECISIONS**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand and sources of employment and training.

➤ **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**

Training seekers, career counselors and employers can find information on training currently available in Fresno County for the occupations surveyed between 1999 and 2001. This report provides an easy to use, single source cross-reference between occupations and training.

➤ **PROGRAM PLANNING**

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

➤ **CURRICULUM DESIGN**

Training providers can assess and update their curriculum based on current employer needs and projected trends.

➤ **ECONOMIC DEVELOPMENT**

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates and wages useful in determining the potential for business growth and development in the local labor market area.

➤ **PROGRAM MARKETING**

Training providers can effectively market their programs by informing students, employers and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

➤ **HUMAN RESOURCE DEVELOPMENT**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment and assess the availability of qualified workers for business relocation or expansion purposes.

This report is to be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno Area Workforce Investment Corporation (559) 266-3742

METHODOLOGY

PROGRAM METHODOLOGY

OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Workforce Investment Act (WIA). The system is comprised of two components: Employment and Training. The Employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. Employment demand is determined by EDD projections of occupational size, occupational growth, if it is identified as a "Quality" occupation, and by the number of inquiries concerning specific jobs over the course of the year. The Training component, which is still being refined, was originally developed through the leadership of the California Occupational Information Coordinating Committee (COICC) and its Technical Work Group.

Basic Structure of the CCOIS & the Occupational Outlook Report

COMPONENTS:	I. EMPLOYMENT		II. TRAINING	
SOURCE OF DATA:	Local Employers & EDD/LMID		Local Vocational Training Providers	
TYPES OF DATA:	DATA GROUP #1		DATA GROUP #2	
	EDD projections of occupational size & growth		Local employer surveys of specific job titles	
	DATA GROUP #3			
	California Training and Education Providers (CTEP) database, CIP program titles, WIA approval courses and FAWIC Eligible Training Provider List (ETPL); for occupations surveyed between 1999 and 2001			
FINAL PRODUCT:	Fresno Occupational Outlook Report 2001			

INDIVIDUAL SECTION HEADINGS	
Occupational Summaries	Training Directory
Data groups #1 and #2	Data group #3

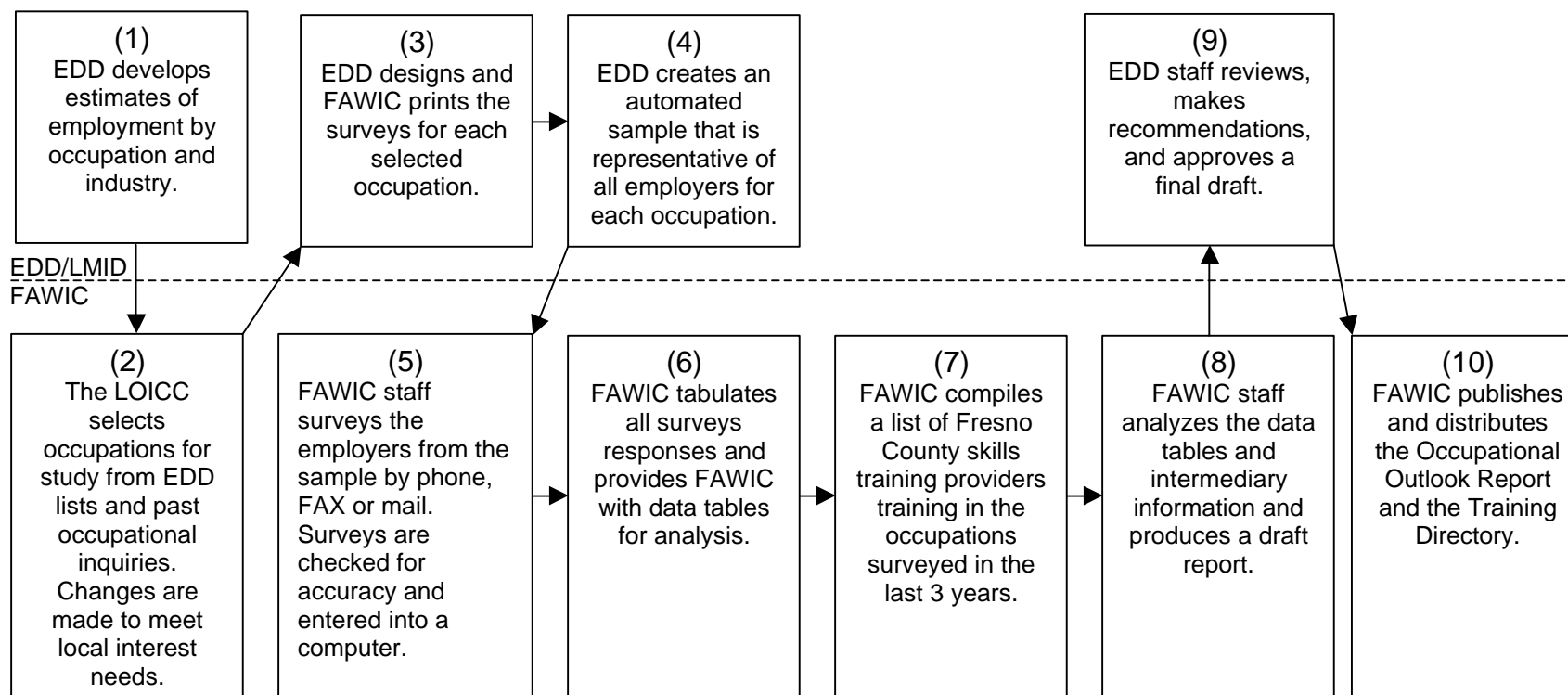
HOW WAS THE REPORT DEVELOPED?

The completion of each Occupational Outlook report is the result of a cooperative effort between the FAWIC and EDD/LMID. Each party is responsible for the completion of certain assigned tasks.

FAWIC tasks include selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed and producing and distributing the final report.

EDD/LMID provides technical support that includes developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires and producing tabulations of survey results, providing a State Training Directory of training programs in the state and assisting FAWIC staff. Additionally, EDD/LMID has established standards for interpretation of data that ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



I NDEX OF OCCUPATIONS SURVEYED

OCCUPATIONS STUDIED IN FRESNO, 1999 –2001

The following is a list of occupations that have been studied in 1999-2001. They are listed in alphabetical order. If there is an interest in a particular occupation from a previous year, it can be mailed or faxed to you at no cost. A limited number of complete reports for years 1998, 1999 and 2000 can be purchased for \$20.00 each.

Occupation	OES #	Survey Year	Pages
Accountants & Auditors	211140	2000	67-68
Administrative Assistants	169167997	2000	69-70
Assemblers and Fabricators – Except Machine, Electrical,	939560	2001	15-16
Bill and Account Collectors	535080	2000	71-72
Billing, Cost & Rate Clerks	553440	1999	119-120
Bus Drivers	971080	2001	17-18
Bus Drivers – School	971110	2000	73-74
Carpenters	871020	2001	19-20
Cashiers	490230	2000	75-76
Chemists-Except Biochemists	241050	1999	121-122
Computer Graphics Specialist	030064997	1999	123-124
Computer Network Technicians	033162996	1999	125-126
Cooks – Restaurant	650260	2001	21-22
Cooks-Short Order	650350	1999	127-128
Counter & Rental Clerks	490170	2000	77-78
Dental Assistants	660020	2001	23-24
Dietetic Technicians	325230	1999	129-130
Electricians	872020	2000	79-80
Excavating & Loading Machine Operators	979230	1999	131-132
File Clerks	553210	2000	81-82
Firefighters	630080	1999	133-134
First Line Supervisors & Manager/Supervisors-Production	810080	2000	83-84
Food Service Managers	150261	2001	25-26
General Office Clerks	553470	2000	85-86
Guards and Watch Guards	630470	2001	27-28

Occupation	OES #	Survey Year	Pages
Hairdressers, Hairstylists, and Cosmetologists	680050	2001	29-30
Hand Packers and Packagers	989020	2001	31-32
Heating, A/C & Refrigeration Mechanics & Installers	859020	2000	87-88
Home Health Aides	660110	2001	33-34
Hosts, Hostesses - Restaurants, Lounge or Coffee Shop	650020	1999	135-136
Human Service Workers	273080	2000	89-90
Industrial Truck & Tractor Operators	979470	1999	137-138
Instructional Aides	315211	2000	91-92
Instructors – Nonvocational Education	313170	2001	35-36
Internet Web Site Designers/Developers (Webmasters)	031064999	2001	37-38
Laborers, Landscaping and Groundskeeping	790410	2000	93-94
Law Clerks	283020	1999	139-140
Legal Secretaries	551020	2000	95-96
Library Assistants & Bookmobile Drivers	539020	1999	141-142
Licensed Vocational Nurses	325050	2001	39-40
Lodging Managers	150262	1999	143-144
Machinery Maintenance Mechanics	851190	2000	97-98
Maids & Housekeeping Cleaners	670020	1999	145-146
Maintenance Repairers – General Utility	851320	2000	99-100
Medical & Clinical Laboratory Assistants	329050	1999	147-148
Medical & Clinical Laboratory Technologists	329020	1999	149-150
Medical Assistants	660050	1999	151-152
Medical Records Technicians	329110	2001	41-42
Medical Secretaries	551050	2001	43-44
Numerical-Control Machine-Tool Operators & Tenders	915020	1999	153-154
Nurse Aides	660080	2000	101-102
Packaging and Filling Machine Operators and Tenders	929749	2000	103-104
Pharmacy Technicians	325180	2001	45-46
Physical Therapists	323080	1999	155-156
Radiologic Technologists	329190	2001	47-48
Receptionists and information Clerks	553050	2001	49-50
Recreational Therapists	323170	1999	157-158
Registered Nurses	325020	2001	51-52
Sales Agents-Real Estate	430080	1999	159-160
Salespersons – Retail (Except Vehicle Sales)	490112	2001	53-54
Secretaries, Except Legal & Medical	551080	2000	105-106
Sheet Metal Workers	891320	1999	161-162
Surgical Technicians	329280	1999	163-164
Systems Analyst – Electronic Data Processing	251020	2000	107-108
Teachers – Elementary School	313050	2000	109-110
Teachers and Instructors – Vocational Education & Training	313140	2001	55-56
Teachers – Secondary School	313080	2001	57-58

Occupation	OES #	Survey Year	Pages
Teachers – Special Education	313110	2001	59-60
Telemarketers & Telephone Solicitors	299357014	2000	111-112
Telephone and Cable T.V. Line Installers and Repairers	857020	2001	61-62
Truck Drivers – Heavy or Tractor Trailer	971020	2000	113-114
Truck Drivers – Light, Delivery & Route Drivers	971050	2000	115-116
Veterinary Assistants	798060	1999	165-166
Vocational & Educational Counselors	315140	1999	167-168
Welders and Cutters	939140	2001	63-64

SECTION 2

25 OCCUPATIONS SURVEYED IN 2001

OES TITLE	OES CODE	PAGES
Assemblers and Fabricators – Except Machine, Electrical	939560	15-16
Bus Drivers	971080	17-18
Carpenters	871020	19-20
Cooks – Restaurant	650260	21-22
Dental Assistants	660020	23-24
Food Service Managers	150261	25-26
Guards and Watch Guards	630470	27-28
Hairdressers, Hairstylists, and Cosmetologists	680050	29-30
Hand Packers and Packagers	989020	31-32
Home Health Aides	660110	33-34
Instructors – Nonvocational Education	313170	35-36
Internet Web Site Designers/ Developers (Webmasters)	031064999	37-38
Licensed Vocational Nurses	325050	39-40
Medical Records Technicians	329110	41-42
Medical Secretaries	551050	43-44
Pharmacy Technicians	325180	45-46
Radiologic Technologists	329190	47-48
Receptionists and Information Clerks	553050	49-50
Registered Nurses	325020	51-52
Salespersons – Retail (Except Vehicle Sales)	490112	53-54
Teachers and Instructors – Vocational Education and Training	313140	55-56
Teachers – secondary School	313080	57-58
Teachers – Special Education	313110	59-60
Telephone and Cable T.V. Line Installers and Repairers	857020	61-62
Welders and Cutters	939140	63-64

TERMS AND ABBREVIATIONS USED IN THE 2001 REPORT

TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

A/C	Air Conditioning
APP.	Apprenticeship
CA	California

ABBREVIATIONS

CCOIS	California Cooperative Occupational Information System
CIP	Classification of Instructional Programs
COICC	California Cooperative Information Coordinating Committee
CNA	Certified Nursing Aide
CP&BLH	California Professional & Business License Handbook
CSU	California State University
DOT	Dictionary of Occupational Titles
Ed	Education
EDC	Economic Development Corporation
EDD	Employment Development Department
ETPL	Eligible Training Providers List
FAWIC	Fresno Area Workforce Investment Corporation
FCWIB	Fresno County Workforce Investment Board
FUSD	Fresno Unified School District
JATC	Joint Apprentices and Training Committee
LVN	Licensed Vocational Nurse
LMI (D)	Labor Market Information (Division)
M/S	Microsoft
MCed	Microcomputer Education Center
MTMA	Management Training/Marketing Association
N/A	Not Applicable/Not Available
NV	Nevada
O*NET	Occupational Network
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
RN	Registered Nurse
SCCCD	State Center Community College District
TANF	Temporary Assistance to Needy Families
URL	Uniform Resource Locator
Voc.	Vocational
WIA	Workforce Investment Act

ASSEMBLERS AND FABRICATORS

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations.

OES#939560

18 Respondents Representing 417 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	28	6	67	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Employers named an average of 7 months experience in general labor.

c-Employers allowed an average of 11 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Employers often hire entry level workers to do tasks requiring little training. Some require a high school diploma. Most employers require workers to be a least 18 years old and physically able to perform the work. For those jobs requiring physical exertion, employers may require that applicants pass a physical exam. Some employers also require drug testing or background checks prior to employment. Most jobs require reading and basic mathematics skills. Employment growth will be affected by automation, as new machines and equipment are utilized for repetitive work. (Source: OOH)

EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	50%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned basic word processing computer skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Many promote to supervisory positions, such as foreperson or lead person and a few to machinist. Promotional needs named include knowledge of the occupation, knowledge of the product and materials, math and communication skills, dependability, and common sense in decision making.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 14% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job title includes production workers.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$8.83	\$7.00
New, experienced	\$6.25-\$10.00	\$8.00
3 years with firm	\$7.00-\$15.00	\$10.25

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	17%	0%	61%	0%	0%	0%
Dental	17%	0%	50%	0%	0%	0%
Vision	6%	0%	50%	0%	0%	0%
Life	50%	0%	22%	0%	0%	0%
Sick Leave	61%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	17%	0%	61%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a bonus.

HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Some employers offer a swing shift, a few work a graveyard shift.

WHERE THE JOBS ARE

Wood Containers

Plumbing and Heating, Except Electrical

Fabricated Structural Metal Products

General Industrial Machinery

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large
7-year growth from 1997 to 2004: +310 employees
7-year growth rate: 17.9%, average

EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for just under three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was 2.5%.

Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow, a few employers reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	72%
Newspaper Advertisements	61%
Private Employment Agencies	22%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	28%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

BUS DRIVERS

Bus Drivers drive buses to transport passengers over specified routes to local or distant points according to a time schedule. They assist passengers with baggage and collect tickets or cash fares.

OES#971080

10 Respondents Representing 334 Employees in Fresno County

EMPLOYER REQUIREMENTS**Training & Experience** % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	30	40	30	a
If Required or Preferred: Is Experience in other occupations accepted?	57		43	b
If Required or Preferred: Will training substitute for experience?	71		29	c
Is Technical/Vocational Training Required?	70	0	30	d

a-Average experience required for employment is 12 months.

b-Employers named an average of 12 months experience in a driving occupation.

c-Employers allowed an average of 10 months training to be substituted for work experience.

d-Employers named an average of 3 months training to receive a bus related or passenger certified class B license.

≡ **SKILLS AND REQUIREMENTS:** Must be 18 years of age, 21 years for interstate commerce driving. Vision tests, driving laws tests, performance tests, medical and written exams required. Some physical requirements include good hearing, 20/40 vision, and normal blood pressure. Driver must not be color blind, have epilepsy or diabetes controlled by insulin. Federal regulations require alcohol and drug tests for employment. Periodic random tests are required while on duty. Drivers must be able to read and speak English and have strong customer service skills, including communication skills and the ability to manage large groups of people. (Source: OOH, CP&BLH)

EDUCATION required for employment

Less Than High School	10%
High School or Equivalent	90%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned basic spreadsheet computer skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher level positions, some do promote. Some promote to supervisory positions. Promotional need named includes computer skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. 40% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.46-\$11.00	\$8.73
Union	\$6.25-\$9.75	\$9.52
New, experienced	\$7.00-\$11.00	\$8.46
Union	\$9.52-\$15.11	\$11.00
3 years with firm	\$9.25-\$13.50	\$10.00
Union	\$11.50-\$17.97	\$13.58

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	0%	20%	20%	0%	0%
Dental	50%	0%	20%	20%	0%	0%
Vision	50%	0%	10%	20%	0%	0%
Life	40%	0%	10%	0%	0%	0%
Sick Leave	80%	40%	0%	0%	0%	0%
Vacation	70%	20%	0%	0%	0%	0%
Retirement	0%	10%	70%	10%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	40hr/wk	Almost all
Part-time	12-32 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

Many employers offer a variety of night and evening shifts, depending upon needs.

WHERE THE JOBS ARE

Local and Suburban Transportation
Inter-city and Rural Bus Transportation
Bus Charter Service
Local Government

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +30 employees

7-year growth rate: 21.4%, faster than average

EMPLOYER RESPONSES

TURNOVER: 5.1% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was over 4%. Many employers indicated that this occupation would grow over the next two years, an equal number believe it will remain stable.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	90%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	10%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	90%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

CARPENTERS

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines.

OES#871020

17 Respondents Representing 488 Employees in Fresno County

EMPLOYER REQUIREMENTS**Training & Experience** % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	12	0	a
If Required or Preferred: Is Experience in other occupations accepted?	59		41	b
If Required or Preferred: Will training substitute for experience?	82		18	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 16 months.

b-Other occupational experience named by employers is an average of 13 months in construction fields.

c-Employers allowed an average of 10 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Carpenters learn their trade through on-the-job training as well as formal training programs. Most pick up skills informally by working under the supervision of experienced workers. Many acquire skills through vocational education. Others participate in employer training programs or apprenticeships.

A high school education is desirable, including courses in carpentry, shop, mechanical drawing, and general mathematics. Local building codes dictate the use of materials; carpenters must learn these requirements. (Source: OOH)

EDUCATION required for employment

Less Than High School	65%
High School or Equivalent	35%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers wanted word processing or spreadsheet skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned blueprint reading.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, most to foreperson or assistant foreperson, a few to supervisor or superintendent. Promotional needs named includes job knowledge and personal responsibility.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up less than 1% of this workforce. Less than 6% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$10.00	\$8.38
New, experienced	\$7.25-\$16.00	\$13.00
3 years with firm	\$13.00-\$25.00	\$16.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	18%	0%	29%	0%	12%	0%
Dental	6%	0%	12%	0%	12%	0%
Vision	6%	0%	6%	0%	0%	0%
Life	18%	0%	0%	0%	12%	0%
Sick Leave	29%	0%	0%	0%	0%	0%
Vacation	59%	0%	0%	0%	0%	0%
Retirement	29%	0%	6%	0%	12%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	35-40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

All employers offered dayshift work only.

WHERE THE JOBS ARE

Residential Building Construction
Personnel Supply Services
Carpentry and Floor Work

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +210 employees

7 year growth rate: 10.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 7.2% annually. Employer hiring to fill openings from turnover accounted for more than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was 13%.

Many employers indicated that this occupation would grow over the next two years, some believe it will remain stable, and a few reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Employer demand is considerably greater than supply of inexperienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	18%
Employee Referrals	76%
Newspaper Advertisements	82%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	29%
Trade Journals	6%
Internet	12%
Colleges/Universities	6%

Other: Word of Mouth

COOKS - RESTAURANT

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

OES#650260

16 Respondents Representing 309 Employees in Fresno County

EMPLOYER REQUIREMENTS**Training & Experience** % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	25	38	a
If Required or Preferred: Is Experience in other occupations accepted?	70		30	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	0	6	94	

a-Average experience required for employment is 11 months.

b-Other occupational experience named by employers includes an average of 5 months in a food service related occupation.

c-Employers allowed an average of 6 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Most skills are learned on the job. A high school diploma is not always required, but it is recommended for those planning a career as a cook or chef. Employers usually prefer training given by trade schools, vocational centers, colleges, professional associations, or trade unions. Those trained in commercial food preparation may be able to start in a cook or chef job without having to spend time in a lower-skilled kitchen job. Their education may give them an advantage when looking for jobs in better restaurants and hotels, where hiring standards often are high. Chefs, cooks, and kitchen workers must work as part of a team, have a keen sense of taste and smell, and maintain personal cleanliness. (Source: OOH)

EDUCATION required for employment

Less Than High School	44%
High School or Equivalent	56%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want general windows based experience.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know modern food safety procedures and new health codes.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to management positions: kitchen manager, food service manager, head cook or lead cook. Promotional needs named include dependability, communication skill, occupational knowledge, flexibility, experience, hard work and production.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 15% of this workforce. 6% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.25	\$6.25
New, experienced	\$6.25-\$8.50	\$7.00
3 years with firm	\$7.00-\$12.00	\$8.50

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	0%	0%	69%	13%	6%	0%
Dental	0%	0%	63%	13%	6%	0%
Vision	0%	0%	63%	13%	6%	0%
Life	13%	0%	38%	6%	6%	0%
Sick Leave	44%	6%	6%	0%	0%	0%
Vacation	69%	0%	0%	0%	0%	0%
Retirement	0%	0%	25%	6%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	30-40 hr/wk	All
Part-time	15-35 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

Shifts: A few employers consider shifts under 35 hr/wk as full time. A few employers hire for standard 8 hr. swing or graveyard shifts, but many work non-traditional evening/night shifts.

WHERE THE JOBS ARE

Eating and Drinking Places

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +330 employees

7-year growth rate: 20.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 14.2% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was over 4%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	73%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

DENTAL ASSISTANTS

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

OES#660020

16 Respondents Representing 87 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	56	38	6	a
If Required or Preferred: Is Experience in other occupations accepted?	13		87	
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	88	13	0	d

a-Average experience required for employment is 11 months.

c-Employers allowed an average of 9 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 15 months in Dental Assistant training or vocational dental programs.

≡ **SKILLS AND REQUIREMENTS:** To take the exam to become a registered Dental Assistant, the applicant needs to be a graduate from a Board-approved dental assistant program or have 18 months on-the-job training as a dental assistant with a California-licensed dentist. The application fee is \$20 and the examination fee is \$80.

Most assistants learn their skills on the job. Dentists look for people who are reliable, can work well with others, and have good manual dexterity. (Source: OOH and CP&BLH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want workers who will be able to work with in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** A few employers stated that there are modern techniques that Dental Assistants need to learn when assisting dentists with their procedures.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher level positions, a few promote to supervisory positions. Promotional needs named includes the ability to handle and communicate with people.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 97% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title includes Registered Dental Assistant (RDA).

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$10.00	\$8.79
New, experienced	\$7.00-\$13.50	\$10.00
3 years with firm	\$9.00-\$15.00	\$14.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	50%	6%	0%	0%
Dental	63%	0%	19%	6%	0%	0%
Vision	19%	0%	31%	6%	0%	0%
Life	50%	0%	0%	0%	0%	0%
Sick Leave	69%	0%	0%	0%	0%	0%
Vacation	88%	0%	6%	6%	0%	0%
Retirement	50%	0%	19%	0%	6%	0%
Child Care	6%	0%	6%	6%	0%	0%

Some employers offer retirement, pension, or various bonus plans.

HOURS WORKED

Full-time	28-40 hr/wk	Almost all
Part-time	16-28 hr/wk	Some
Temporary	28 hr/wk	Few
Seasonal	N/A	None

Some employers consider work hours under 35 hrs a week as full time. A few offer a four-day workweek.

WHERE THE JOBS ARE

Offices and Clinics of Dentists

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +130 employees

7-year growth rate: 26.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 9.2% annually. Employer hiring to fill openings from turnover accounted for less than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 16%.

Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	63%
Newspaper Advertisements	88%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	6%
Internet	6%
Colleges/Universities	0%

Other: The Fresno/Madera Dental Society

FOOD SERVICE MANAGERS

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and /or beverages.

OES#150261

16 Respondents Representing 33 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	63		38	b
If Required or Preferred: Will training substitute for experience?	13		88	
Is Technical/Vocational Training Required?	13	19	69	d

a-Average experience required for employment is 24 months.

b-Occupational experience named by employers includes an average of 28 months in food service, restaurant or food management related.

d-Types of training named by employers includes an average of 32 months in food related training.

≡ **SKILLS AND REQUIREMENTS:** Food service and restaurant chains prefer to hire people with degrees in restaurant and institutional food service management. Most employers emphasize personal qualities when hiring managers. Self-discipline, initiative, and leadership ability are essential. Managers must be able to solve problems and concentrate on details. They need good communication skills to deal with customers and suppliers, as well as to motivate and direct their staff. Most restaurant chains and food service management companies have rigorous training programs for management positions through a combination of classroom and on the job training. (Source: OOH)

EDUCATION required for employment

Less Than High School	6%
High School or Equivalent	88%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	6%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want basic computer skills. Word processing, spreadsheet, and database were mentioned.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that food service workers should be following and updating food safety procedures to keep up with changes in food safety regulations.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, Some do not promote. Most promote to management or supervisory positions. Promotional needs named include dependability, followed by communication skills and management skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 36% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job titles include shift managers and kitchen managers.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$7.00-\$14.38	\$10.24
3 years with firm	\$8.25-\$17.26	\$12.83

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	0%	63%	0%	0%	0%
Dental	19%	0%	63%	0%	6%	0%
Vision	19%	0%	63%	0%	0%	0%
Life	31%	0%	44%	0%	0%	0%
Sick Leave	69%	0%	0%	0%	0%	0%
Vacation	81%	0%	6%	0%	0%	0%
Retirement	0%	0%	44%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a variety of evening or night shifts; a few offer a graveyard shift.

WHERE THE JOBS ARE

Eating and Drinking Places

Elementary and Secondary Schools

Hotels and Motels

Amusement and Recreation Services

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 27.3% annually. Employer hiring to fill openings from turnover accounted for nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 3.1%.

Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	N/A

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	75%
Newspaper Advertisements	81%
Private Employment Agencies	6%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	69%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%

GUARDS AND WATCH GUARDS

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

OES#630470

15 Respondents Representing 707 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	7	0	93	
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	100		0	c
Is Technical/Vocational Training Required?	0	0	100	

c-Employers allowed an average of 6 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Security guards and in-house guards who carry weapons must be registered: application-\$25, fingerprint processing-\$32. Applicants must be 18 years of age and complete a powers-to-arrest training with a score of 100%. Applicants are expected to have good character references, no serious police record, and good health. They should be mentally alert, emotionally stable, and physically fit. Guards must become closely acquainted with the property and people they are associated with. They must show good judgment and common sense, follow directions and directives from supervisors, accurately testify in court, and follow company policy and guidelines. (Source: CP&BLH and OOH)

EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

≡ **PROMOTIONAL OPPORTUNITIES:** All employers promote to higher level supervisory or command positions. Promotional needs named include personal relationship skills, communication skills (including writing), supervisory ability and self motivation.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 38% of this workforce. None of the employers surveyed were subject to collective bargaining. An alternate job title is security guard.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$7.00	\$6.25
New, experienced	\$6.25-\$7.50	\$7.00
3 years with firm	\$6.25-\$10.00	\$7.50

BENEFITS 67% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	0%	0%	40%	0%	0%	0%
Dental	0%	0%	27%	0%	0%	0%
Vision	0%	0%	20%	0%	0%	0%
Life	20%	0%	13%	0%	0%	0%
Sick Leave	40%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	0%	0%
Retirement	0%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	37-40 hr/wk	All
Part-time	13-30 hr/wk	Most
Temporary	15 hr/wk	Few
Seasonal	N/A	None

Almost all employers offer a graveyard shift. Most employers also work a swing or day shift. The larger percentage working swing shift.

EMPLOYING INDUSTRIES

Miscellaneous Business Services
(Detective, Guard, and Armored Car Services)

Amusement and Recreation Services

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +470 employees

7-year growth rate: 26%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 27.4% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 8%. Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	73%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

Hair dressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs.

OES#680050

14 Respondents Representing 135 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	86	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	15		85	
Is Technical/Vocational Training Required?	57	0	43	d

a-Average experience required for employment is 11 months.

d-Types of training named by employers includes an average of 13 months in vocational training and obtaining a cosmetology license.

≡ **SKILLS AND REQUIREMENTS:** Licenses are required, applicant must have completed a course from an approved school:

Apprentices in barbering and cosmetology must be at least 16 years of age, completed the 10th grade in high school and completed an approved program. Apprentices in Electrolysis must be 17 years of age, completed the 12th grade, and have 40 hours preapprentice training.

License fee: Barber, Cosmetologist and Electrologist, \$50 for examination and license.

The majority of barbers and cosmetologists are self-employed. Self employed barbers and cosmetologists may own the salon in which they work, but they also could lease the booth or chair where they work from the salon's owner. (Source: OOH and CP&BLH)

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	93%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that knowledge of new hairstyles and the development of "people" skills is important to success in this occupation.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher level positions, some do promote. Many promote to management positions. Promotional needs named include people skills and customer service.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. None of the employers surveyed were subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$12.50	\$7.00
New, experienced	\$6.25-\$16.44	\$7.35
3 years with firm	\$7.50-\$21.92	\$11.51

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

A significant amount of additional earnings could come from tips and commissions.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	7%	0%	29%	14%	7%	0%
Dental	7%	0%	21%	7%	7%	0%
Vision	7%	0%	14%	7%	7%	0%
Life	7%	0%	7%	0%	7%	0%
Sick Leave	14%	0%	0%	0%	0%	0%
Vacation	64%	7%	0%	0%	0%	0%
Retirement	7%	0%	7%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	30-40hr/wk	All
Part-time	15-35 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

A few employers mentioned a shift of less than 35 hours as full time. Some work night and evening shifts.

WHERE THE JOBS ARE

Beauty Shops

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +50 employees

7-year growth rate: 16.1%, average

EMPLOYER RESPONSES

TURNOVER: 12.6% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 7%. Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified inexperienced applicants when an opening exists.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	100%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	14%
Union Hall Referrals	0%
Walk-in Applicants	71%
Trade Journals	0%
Internet	0%
Colleges/Universities	14%

HAND PACKERS AND PACKAGERS

Hand Packers and Packagers pack or package by hand a wide variety of products and materials.

OES#989020

18 Respondents Representing 3736 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	44	6	50	a
If Required or Preferred: Is Experience in other occupations accepted?	89		11	b
If Required or Preferred: Will training substitute for experience?	56		44	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 10 months in general labor.

c-Some of the employers said 6 months training could be substituted for experience. Most employers desire experience only.

≡ **SKILLS AND REQUIREMENTS:** Employers in almost all industries hire entry level workers to do tasks that require little training, or to assist more skilled workers. Employers often hire people without work experience or specific training. Some require a high school diploma. Most employers require workers to be at least 18 years old and physically able to perform the work. Employers may require that applicants pass a physical exam, drug test, or background check prior to work. Employers look for people who are reliable and hard working. (Source: OOH)

EDUCATION required for employment

Less Than High School	89%
High School or Equivalent	11%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Employer's responses show that computer skills are not needed for employment.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employer's responses did not mention any emerging technology or skills in this occupation.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Many promote to foreperson positions. Some promote to supervisory positions and some promote to lead person. Promotional needs named include job knowledge, communication skills, fast work, hard work and good attendance.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 44% of this workforce. 6% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.25	\$6.25
New, experienced	\$6.25-\$7.05	\$6.25
3 years with firm	\$6.25-\$10.33	\$7.00

BENEFITS 61% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	28%	0%	22%	0%	6%	0%
Dental	22%	0%	17%	0%	6%	0%
Vision	11%	0%	17%	0%	6%	0%
Life	44%	0%	0%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	56%	0%	0%	0%	0%	0%
Retirement	11%	0%	28%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	40 hr/wk	Many
Part-time	18 hr/wk	Few
Temporary	20 hr/wk	Few
Seasonal	40-54 hr/wk	Most

Some employers work a graveyard shift. A few employers work swing shifts or twelve-hour shifts.

WHERE THE JOBS ARE

Grocery Stores

Crop Preparation Service for Market

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +430 employees

7-year growth rate: 20%, faster than average

EMPLOYER RESPONSES

TURNOVER: 5.3% annually. Employer hiring to fill openings from turnover accounted for over one-twentieth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was less than 1%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will decline, even fewer believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	83%
Newspaper Advertisements	44%
Private Employment Agencies	11%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	61%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

HOME HEALTH AIDES

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse.

OES#660110

9 Respondents Representing 207 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	22	11	a
If Required or Preferred: Is Experience in other occupations accepted?	25		75	b
If Required or Preferred: Will training substitute for experience?	25		75	c
Is Technical/Vocational Training Required?	78	0	22	d

a-Average experience required for employment is 11 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 9 months and have a CNA license.

c-Employers allowed an average of 12 months training to be substituted for work experience.

d-Types of training named by employers averages 8 months training and possession of a home health certificate.

≡ **SKILLS AND REQUIREMENTS:** Licensing fee is \$15.00. Training requirements include 65 hours of classroom training or 40 hours of supervised clinical training if applicant is a certified nurse assistant. Applicant must undergo a criminal background check. Federal law requires home health aides to pass a competency test. (Source: OOH and CP&BLH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should be familiar with current regulatory changes.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher level positions, some do promote. Some support promotion to LVN's, RN's, CNA's or have in-house promotions. Promotional need named includes a good medical background.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. None of the employers surveyed were subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$7.75	\$7.70
New, experienced	\$7.00-\$8.80	\$8.00
3 years with firm	\$8.14-\$10.00	\$9.26

Employees may be paid "per visit" instead of by the hour.

BENEFITS 78% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	22%	0%	56%	11%	0%	0%
Dental	11%	0%	56%	11%	0%	0%
Vision	0%	0%	44%	11%	0%	0%
Life	44%	0%	33%	11%	0%	0%
Sick Leave	44%	11%	22%	0%	0%	0%
Vacation	56%	22%	11%	0%	0%	0%
Retirement	11%	0%	33%	11%	11%	0%
Child Care	0%	0%	11%	0%	0%	0%

Many employers offer various physical and mental health programs and savings retirement programs.

HOURS WORKED

Full-time	30-40 hr/wk	Most
Part-time	5-25 hr/wk	Most
Temporary	9 hr/wk	Few
Seasonal	N/A	None

A few employers count less than 35 hrs as full time work. Many work swing and graveyard. A few are on call.

WHERE THE JOBS ARE

Home Health Care Services

Residential Care

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +140 employees

7-year growth rate: 24.6%, faster than average

EMPLOYER RESPONSES

TURNOVER: 8.2% annually. Employer hiring to fill openings from turnover accounted for more than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 13%.

This occupation will grow over the next two years according to many employers. Almost as many employers believe it will remain stable.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	89%
Newspaper Advertisements	78%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	22%
Union Hall Referrals	0%
Walk-in Applicants	89%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

INSTRUCTORS – NONVOCATIONAL EDUCATION

Nonvocational Education Instructors teach or instruct out-of-school youths and adults in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement or nonvocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving.

OES#313170

13 Respondents Representing 250 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	0	31	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	38	0	62	d

a-Average experience required for employment is 23 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 12 months in a related occupation.

c-Employers allowed an average of 6 months training to be substituted for work experience.

d-Employers named an average training time of 30 months.

≡ **SKILLS AND RESPONSIBILITIES:** Instructors may teach in public or private schools or in an organization whose primary business is other than educational. The education required may be a graduate degree or experience in a related field. Instructor should have the ability to get and impart the needed information to do the job. This job requires social interaction, and may require dealing with physical or aggressive people. (Source: O*NET)

EDUCATION required for employment

Less Than High School	15%
High School or Equivalent	77%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	8%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want word processing, spreadsheet or general computer office skills.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that there is always something new to teach in this occupation, but instructors should be current with communication and teaching skills.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, not as many do not promote. Some promote to management positions. Promotional needs named include dependability, communication skills, teaching skills, further education, management and leadership skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 67% of this workforce. 8% of the employers are Union or subject to collective bargaining. Alternate job title includes Coach.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$12.00	\$8.50
New, experienced	\$7.00-\$17.26	\$9.00
3 years with firm	\$8.00-\$26.70	\$15.00

BENEFITS 54% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	23%	0%	15%	0%	0%	0%
Dental	15%	0%	8%	0%	0%	0%
Vision	0%	0%	8%	0%	0%	0%
Life	15%	0%	8%	0%	0%	0%
Sick Leave	38%	8%	8%	0%	0%	0%
Vacation	46%	15%	0%	0%	0%	0%
Retirement	15%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	25-40 hr/wk	Most
Part-time	10-32 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

Many employers offer a variety of evening shifts. Some employers consider shifts of less than 32 hr/wk as full time.

WHERE THE JOBS ARE

Schools and Educational Services

Dance Halls, Studios, and Schools

Civic and Social Associations

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +30 employees

7-year growth rate: 20%, faster than average

EMPLOYER RESPONSES

TURNOVER: 6% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 5%. Many employers indicated that this occupation will grow over the next two years, some reported it will remain stable, a few employers believe it will decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	100%
Newspaper Advertisements	85%
Private Employment Agencies	8%
EDD	8%
School Program Referrals	23%
Union Hall Referrals	0%
Walk-in Applicants	54%
Trade Journals	0%
Internet	15%
Colleges/Universities	0%

INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEBMASTERS)

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Non-OES#031064999

15 Respondents Representing 29 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	36		64	b
If Required or Preferred: Will training substitute for experience?	80		20	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 22 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 14 months in a job requiring computer knowledge, such as graphics or service.

c-Employers allowed an average of 21 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** There is no universally accepted way to prepare for a job as a computer professional. Relevant work experience is very important. As demonstrated by the demand for workers with skills related to the Internet or World Wide Web, employers often scramble to find workers capable of implementing "hot" new technologies. For more complex jobs, persons with graduate degrees are preferred. A growing number of computer professionals are employed on a temporary or contract basis—many of whom are self-employed. (Source: OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want database and word processing, most want spreadsheet or desktop publishing. The most mentioned skills were familiarity with NT and UNIX/LINUX operating systems and Microsoft tools. Content creations most mentioned were Text—HTML and HOMESITE, Graphics—ADOBE/PhotoShop, Programming—FLASH/Micromedia, JAVA and ASP language.

≡ **EMERGING TECHNOLOGY AND SKILLS:** *Webmasters* are responsible for all technical aspects of a website, including performance issues such as speed of access, and for approving site content. *Internet or web developers*, also called *web designers*, are responsible for day-to-day site design and creation. (Source: OOH)

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers do not promote to higher level positions, some do promote to management positions. Promotional needs named include programming skills and communication skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 28% of this workforce. . 7% of the employers are Union or subject to collective bargaining. Alternate job title includes Web Technician.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$9.59-\$23.01	\$14.38
3 years with firm	\$16.78-\$26.37	\$19.18

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	27%	0%	47%	13%	0%	0%
Dental	13%	0%	40%	13%	0%	0%
Vision	7%	0%	40%	7%	0%	0%
Life	60%	7%	7%	0%	0%	0%
Sick Leave	80%	7%	0%	7%	0%	0%
Vacation	80%	7%	0%	7%	0%	0%
Retirement	7%	0%	67%	13%	0%	0%
Child Care	0%	0%	7%	0%	0%	0%

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	20-25 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

WHERE THE JOBS ARE

Information Retrieval Services

Computer Programming Services

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 13.8% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 26%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants may encounter some competition in their job search

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	47%
Newspaper Advertisements	47%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	40%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	20%
Internet	47%
Colleges/Universities	40%

LICENSED VOCATIONAL NURSES

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

OES#325050

16 Respondents Representing 579 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	50	13	a
If Required or Preferred: Is Experience in other occupations accepted?	29		71	b
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	81	0	19	d

a-Average experience required for employment is 11 months.

b-Other occupational experience named by employers includes an average of 13 months as a CNA or in the medical/health related fields.

c-Employers allowed an average of 10 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 15 months LVN training.

⌘ **SKILLS AND REQUIREMENTS:** The LVN application fee is \$50, the examination fee is \$88, fingerprint processing is \$56, and the license is \$75. Experience requirements include one of the following: (1) graduate of accredited California school of vocational nursing; (2) graduate of out-of-state school of vocational nursing; (3) military nursing experience; (4) graduate of approved California school of vocational nursing and 36 months of paid experience; or, (5) equivalent education or experience.

LVN's work under the direction of physicians and Registered Nurses. They must be able to follow orders and work under close supervision. (Source: CP&BLH and OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	50%
Associate (2 year) Degree	38%
Bachelor (4 year) Degree	6%
Graduate Study	6%

OTHER INFORMATION

⌘ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers use in-house computer programs. A few employers want word processing, spreadsheet and/or database experience.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers stated that workers should be in continual training in order to be current with regulatory changes.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not promote. Some promote to management, supervisory, administrative, or RN positions. Promotional needs named includes continued education (e.g. RN training), good personal relations and good communications skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title includes director. Employers surveyed mentioned that the OES occupational title for LVN's was too broad, the definition as given could include Certified Nursing Assistants (CNA's).

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$10.90-\$16.00	\$12.80
New, experienced	\$12.00-\$18.00	\$14.50
3 years with firm	\$13.00-\$18.00	\$16.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	0%	56%	19%	0%	0%
Dental	31%	0%	56%	19%	13%	0%
Vision	19%	0%	56%	19%	0%	0%
Life	50%	6%	31%	6%	0%	0%
Sick Leave	75%	13%	6%	6%	0%	0%
Vacation	81%	25%	13%	0%	6%	0%
Retirement	13%	6%	38%	13%	19%	0%
Child Care	6%	6%	0%	0%	0%	0%

A Few employers offer a 403 B, 401 K retirement plan.

HOURS WORKED

Full-time	36-42 hr/wk	All
Part-time	16-36 hr/wk	Most
Temporary	8-20 hr/wk	Some
Seasonal	N/A	None

Many employers offer a graveyard or a swing shift. Some work a 12-hour shift, and a few employers have LVN's on call.

WHERE THE JOBS ARE

Nursing and Personal Care Facilities
Hospitals
Home Health Care Services
Skilled Nursing Care Facilities
Offices and Clinics of Medical Doctors

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Large

7-year growth from 1997 to 2004: +130 employees

7-year growth rate: 13.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 29.4% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 1%. Most employers indicated that this occupation would grow over the next two years, some believe it will remain stable.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	100%
Newspaper Advertisements	94%
Private Employment Agencies	0%
EDD	19%
School Program Referrals	25%
Union Hall Referrals	0%
Walk-in Applicants	44%
Trade Journals	0%
Internet	19%
Colleges/Universities	6%

MEDICAL RECORDS TECHNICIANS

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

OES#329110

16 Respondents Representing 100 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	13	38	50	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	100		0	c
Is Technical/Vocational Training Required?	31	6	63	d

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes an average of 8 months medical or office experience.

c-Employers allowed an average of 9 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 13 months in medical records.

≡ **SKILLS AND REQUIREMENTS:** Medical Records Technologists entering the field usually have an associate degree from a community or junior college. Training may include medical terminology, anatomy, physiology, legal aspects of health information, database management, quality improvement methods, and computer training. (Source: O*NET DOT, OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want general computer skills to handle word processing or work with in-house programs such as Medical Manager or Health Pro. Some want spreadsheet or database training; a few want desktop publishing.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know current medical terminology and utilization of electronic medical records. Interpersonal skills, dealing with people, should be updated.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not promote. Some promote to general office positions—billing, bookkeeping, transcription. Promotional needs named include computer knowledge and skills, communication skills, phone skills, and medical terminology knowledge.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 93% of this workforce. None of the employers surveyed were subject to collective bargaining. An alternate job title is Medical Records Clerk.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$8.40	\$7.00
New, experienced	\$7.04-\$10.50	\$8.00
3 years with firm	\$8.00-\$13.27	\$9.99

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	13%	44%	13%	0%	0%
Dental	38%	13%	38%	6%	13%	0%
Vision	31%	6%	25%	6%	13%	0%
Life	69%	6%	19%	6%	0%	6%
Sick Leave	75%	19%	13%	6%	0%	0%
Vacation	88%	19%	6%	6%	0%	0%
Retirement	25%	13%	44%	6%	13%	0%
Child Care	13%	0%	0%	0%	6%	6%

A few employers offer a retirement plan.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	18-32 hr/wk	Some
Temporary	15 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing, graveyard or non-traditional shift hours.

WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors
Nursing and Personal Care Facilities
Hospitals

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +80 employees

7-year growth rate: 27.6%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 15% annually. Employer hiring to fill openings from turnover accounted for just over two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 8%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Not difficult

Employer demand is considerably greater than the supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants may encounter no competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	81%
Newspaper Advertisements	94%
Private Employment Agencies	19%
EDD	0%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Other medical offices

MEDICAL SECRETARIES

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

OES#551050

14 Respondents Representing 330 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	71	29	0	a
If Required or Preferred: Is Experience in other occupations accepted?	92		8	b
If Required or Preferred: Will training substitute for experience?	57		43	c
Is Technical/Vocational Training Required?	21	21	57	d

a-Average experience required for employment is 18 months.

b-Other occupational experience named by employers is an average of 12 months in medical and secretarial fields.

c-Employers allowed an average of 11 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 8 months general medical training.

≡ **SKILLS AND REQUIREMENTS:** Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Secretaries should have postsecondary vocational training with clerical and computer knowledge. They should have active listening skills and the ability to deal with external customers. (Source: OOH and O*NET DOT)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	93%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, spreadsheet and database skills, some want desktop publishing. Most employers mentioned the use of in-house medical programs. The programs most named were Medical Manager and Medisoft.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers responses did not mention any emerging technology or skills in this occupation.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, not as many do not promote. Some promote to management or supervisory positions, Promotional needs named include job knowledge and continuing education.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job titles include Administrative Secretary and Receptionist.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$11.00	\$7.70
New, experienced	\$7.00-\$12.00	\$9.75
3 years with firm	\$9.00-\$15.50	\$11.54

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	7%	0%	0%
Dental	57%	0%	21%	7%	7%	0%
Vision	50%	0%	21%	7%	0%	0%
Life	79%	0%	7%	7%	7%	0%
Sick Leave	93%	0%	7%	7%	0%	0%
Vacation	93%	0%	7%	7%	0%	0%
Retirement	36%	0%	64%	7%	0%	0%
Child Care	14%	0%	0%	0%	7%	0%

Some employers offer a variety of bonus and savings programs.

HOURS WORKED

Full-time	35-40 hr/wk	All
Part-time	20-30 hr/wk	Some
Temporary	10-30 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing and graveyard shifts.

WHERE THE JOBS ARE

Offices and Clinics of Dentists

Offices and Clinics of Medical Doctors

Hospitals

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +10 employees

7 year growth rate: 2.9%, slower than average

EMPLOYER RESPONSES

TURNOVER: 7.9% annually. Employer hiring to fill openings from turnover accounted for just under three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 2%. Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	21%
Employee Referrals	71%
Newspaper Advertisements	86%
Private Employment Agencies	21%
EDD	0%
School Program Referrals	14%
Union Hall Referrals	0%
Walk-in Applicants	43%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

PHARMACY TECHNICIANS

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

OES#325180

16 Respondents Representing 86 Employees in Fresno County

EMPLOYER RESPONSES

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	31	31	38	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	69	13	19	d

a-Average experience required for employment is 6 months.

b-Employers surveyed gave an average of 9 months experience.

c-Employers allowed an average of 4 months training to be substituted for work experience.

d-Types of training named by employers include an average of 8 months in vocational trade school with Pharmacy Technician training (class or program).

⌘ **SKILLS AND REQUIREMENTS:** Required experience includes 1500 hours as a pharmacy clerk or one year and a minimum of 1500 hours performing duties of a pharmacy technician—application \$50; fingerprint processing \$42. Pharmacy assistants are almost always trained on-the-job. They may begin by observing a more experienced worker. Strong interpersonal and communication skills are needed because there is a lot of interaction with patients, coworkers, and health care professionals. Teamwork is very important because technicians are often required to work with other technicians. (Source: CP&BLH and OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

⌘ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want general computer knowledge; some employers desire database skills and use in-house pharmacy programs. A few employers want spreadsheet or word processing skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher level positions, some do promote. Promotional needs named include education, license and computer knowledge.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 79% of this workforce. 19% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$13.00	\$8.00
New, experienced	\$7.00-\$14.00	\$10.00
3 years with firm	\$9.00-\$17.00	\$12.90

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	19%	6%	50%	0%	6%	0%
Dental	25%	6%	31%	0%	6%	0%
Vision	13%	6%	31%	0%	6%	0%
Life	19%	0%	6%	6%	13%	0%
Sick Leave	81%	6%	0%	0%	0%	0%
Vacation	94%	13%	0%	0%	0%	0%
Retirement	31%	0%	31%	6%	6%	0%
Child Care	0%	0%	0%	0%	6%	0%

Some employers offer a year-end bonus.

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	24-30 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

A few employers consider work hours under 35 hrs a week as full time. A few work a swing shift.

WHERE THE JOBS ARE

Drug stores and proprietary stores
Department Stores

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +50 employees

7-year growth rate: 17.2%, average

EMPLOYER RESPONSES

TURNOVER: 11.6% annually. Employer hiring to fill openings from turnover accounted for just under three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 9%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow. A few employers reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	75%
Newspaper Advertisements	44%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	44%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

RADIOLOGIC TECHNOLOGISTS

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes.

OES#329190

15 Respondents Representing 176 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	27	7	a
If Required or Preferred: Is Experience in other occupations accepted?	21		79	b
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	80	0	20	d

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers is an average of 14 months in X-ray or ultrasound.

c-Employers allowed an average of 7 months training to be substituted for work experience.

d-Training named by employers was an average of 16 months radiologic training.

≡ **SKILLS AND REQUIREMENTS:** Radiography programs require a high school diploma or the equivalent. High school courses in mathematics, physics, chemistry, and biology are helpful. To be eligible for registration, technologists generally must graduate from an accredited program and pass an examination. Many employers prefer to hire registered radiographers and sonographers. Certification requirements include completion of an approved 2-year academic program and clinical experience. Cost of application is from \$55.56 to \$81.81. (Source: CP&BLH, OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	73%
Associate (2 year) Degree	27%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing skills; some employers have in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers responding stated that workers should upgrade their equipment skills.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher level positions, some do promote. A few promote to supervisory positions. Promotional needs named include more education and updated skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 59% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title for this occupation is X-ray Technician.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$17.00	\$13.62
New, experienced	\$12.00-\$20.00	\$15.96
3 years with firm	\$14.00-\$24.00	\$18.20

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	40%	7%	0%	0%
Dental	40%	0%	40%	7%	7%	0%
Vision	33%	0%	27%	7%	7%	0%
Life	87%	0%	7%	7%	0%	0%
Sick Leave	87%	0%	7%	7%	0%	0%
Vacation	87%	0%	7%	7%	0%	0%
Retirement	40%	0%	47%	7%	0%	0%
Child Care	7%	0%	0%	0%	7%	0%

HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	15-32 hr/wk	Some
Temporary	10-32 hr/wk	Some
Seasonal	N/A	None

Some employers work a swing or graveyard shift.

WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors
Hospitals

EMPLOYMENT TRENDS

EDD PROJECTIONS

2002 Size: Small

7-year growth from 1997 to 2004: +60 employees

7-year growth rate: 18.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 6.3% annually. Employer hiring to fill openings from turnover accounted for less than one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 6.7%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	14%
Employee Referrals	86%
Newspaper Advertisements	86%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	21%
Union Hall Referrals	0%
Walk-in Applicants	43%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%

Other: Word of Mouth

RECEPTIONISTS AND INFORMATION CLERKS

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

OES#553050

27 Respondents Representing 64 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	37	48	15	a
If Required or Preferred: Is Experience in other occupations accepted?	86		14	b
If Required or Preferred: Will training substitute for experience?	65		35	c
Is Technical/Vocational Training Required?	7	7	85	

a-Average experience required for employment is 12 months.

b-Employers accepted an average of 10 months experience working with people in an office or a clerical position.

c-Employers allowed an average of 7 months training to be substituted for work experience.

⌘ **SKILLS AND REQUIREMENTS:** Increasingly, receptionists use multi-line telephone systems, personal computers, and fax machines. When they are not busy with callers, most receptionists are expected to perform a variety of office duties including opening and sorting mail, collecting and distributing parcels, making fax transmittals and deliveries, updating appointment calendars, preparing travel vouchers and performing basic bookkeeping, word processing, and filing. They are often the first representatives of an organization a visitor encounters. So they need to be courteous, professional, and helpful. (Source: OOH)

EDUCATION required for employment

Less Than High School	4%
High School or Equivalent	96%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

⌘ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing skills; some employers want spreadsheet and/or database skills. M/S WORD and EXCEL were the most mentioned programs.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that employees need to learn to work with people. Good verbal skills in English and Spanish were mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions; some do not promote. Some promote to administration assistant or secretary. A few promote to accounting, billing or finance; a few promote to customer service, claims, office manager or coordinator. Promotional needs named include communication skills, computer skills, office knowledge and experience, and good customer skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. 7% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$10.16	\$7.50
New, experienced	\$6.25-\$11.22	\$8.00
3 years with firm	\$7.50-\$13.34	\$10.00

BENEFITS 96% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	54%	0%	4%	0%
Dental	31%	0%	42%	0%	8%	0%
Vision	27%	0%	35%	0%	4%	0%
Life	58%	0%	19%	0%	4%	0%
Sick Leave	81%	0%	8%	0%	0%	0%
Vacation	85%	0%	8%	0%	0%	0%
Retirement	15%	4%	65%	0%	8%	0%
Child Care	0%	0%	4%	0%	4%	0%

A few employers offer an end of year bonus

HOURS WORKED

Full-time	37-45 hr/wk	Almost all
Part-time	20-30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

WHERE THE JOBS ARE

Offices and Clinics of Doctors of Medicine
 Legal Services
 Commercial Banks
 Colleges and Universities
 Real Estate Agents and Managers
 Hospitals

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +410 employees

7-year growth rate: 15%, average

EMPLOYER RESPONSES

TURNOVER: 20.3% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 10%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will grow, even fewer believe it will decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	31%
Employee Referrals	69%
Newspaper Advertisements	85%
Private Employment Agencies	27%
EDD	8%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	8%
Colleges/Universities	8%

REGISTERED NURSES

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required.

OES#325020

16 Respondents Representing 1246 Employees in Fresno County

EMPLOYER REQUIREMENTS**Training & Experience** % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	50	31	19	a
If Required or Preferred: Is Experience in other occupations accepted?	23		77	b
If Required or Preferred: Will training substitute for experience?	38		62	c
Is Technical/Vocational Training Required?	81	0	19	d

a-Average experience required for employment is 16 months.

b-Employers response was an average of 36 months in medical field.

c-Employers allowed an average of 15 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 23 months RN training.

≡ **SKILLS AND REQUIREMENTS:** It is usually the work setting that determines day-to-day job duties. Nurses may spend considerable time walking and standing. They need emotional stability to cope with human suffering, emergencies, and other stresses. Nurses should be caring and sympathetic. They must be able to accept responsibility, direct or supervise others, follow orders precisely, and determine when consultation is required. Experience requirements for licensing include completion of professional nursing program in approved school of nursing or by additional preparation by licensed vocational nurses or military corpsmen. Application, fingerprinting and License: \$105, Examination: \$75. (Source: CP&BLH and OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	31%
Associate (2 year) Degree	31%
Bachelor (4 year) Degree	31%
Graduate Study	6%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing, a few want spreadsheet and/or database. Some employers seek applicants that are able to use basic and in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated the need for continuing education in the nursing field.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Some promote to Nursing Director or supervisor. A few promote to administration or management. Promotional needs named include continuing education, communication, organization, management and supervisory skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. 13% of the employers are Union or subject to collective bargaining. A few use Charge Nurse as an alternate job title.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$14.55-\$19.29	\$18.00
New, experienced	\$15.42-\$23.00	\$19.00
3 years with firm	\$17.00-\$28.00	\$23.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	56%	13%	44%	13%	0%	0%
Dental	38%	6%	50%	13%	13%	6%
Vision	38%	6%	44%	13%	0%	0%
Life	44%	13%	44%	6%	0%	0%
Sick Leave	88%	13%	13%	6%	0%	0%
Vacation	88%	19%	6%	0%	0%	0%
Retirement	6%	0%	81%	19%	6%	6%
Child Care	0%	0%	6%	0%	0%	0%

A few employers offer retirement or cafeteria plans.

HOURS WORKED

Full-time	35-42 hr/wk	All
Part-time	20-36 hr/wk	Most
Temporary	10-19 hr/wk	Few
Seasonal	N/A	None

Most employers offer graveyard shifts; some work swing shifts. Some employers offer variable night shifts and 12 hour shifts.

WHERE THE JOBS ARE

General Medical and Surgical Hospitals
Skilled Nursing Care Facilities

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +740 employees

7-year growth rate: 19.5%, faster than average

EMPLOYER RESPONSES

TURNOVER: 2.9% annually. Employer hiring to fill openings from turnover accounted for more than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 3%. Almost all employers indicated that this occupation would grow over the next two years, a few believe it will remain stable.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Very difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	94%
Newspaper Advertisements	88%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	0%
Internet	13%
Colleges/Universities	6%

SALESPERSONS-RETAIL (EXCEPT VEHICLE SALES)

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

OES#490112

18 Respondents Representing 1362 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	39	28	33	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	92		8	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 9 months.

b-Other experience named by employers includes and average of 9 months in customer service.

c-Employers allowed an average of 7 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** There usually are no formal education requirements for this type of work, although a high school diploma or equivalent is increasingly preferred. Employers look for people who enjoy working with others and have the tact and patience to deal with difficult customers. Among other desirable characteristics are an interest in sales work, a neat appearance, and the ability to communicate clearly and effectively. The ability to speak more than one language may be helpful for employment in stores in communities where people from various cultures tend to live and shop. Before hiring a salesperson, some employers may conduct a background check. (Source: OOH)

EDUCATION required for employment

Less Than High School	39%
High School or Equivalent	61%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None given.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Almost all promote to management positions; some promote to supervisory or lead person positions. Promotional needs named include occupational knowledge, a memory for details, punctuality and self motivation.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 62% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title is sales associates.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.75	\$6.25
New, experienced	\$6.25-\$10.00	\$6.88
3 years with firm	\$6.75-\$15.00	\$8.00

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	22%	0%	72%	0%	0%	0%
Dental	17%	0%	72%	0%	0%	0%
Vision	11%	0%	44%	0%	0%	0%
Life	72%	0%	17%	0%	0%	0%
Sick Leave	83%	6%	0%	0%	0%	0%
Vacation	89%	6%	0%	0%	0%	0%
Retirement	11%	6%	67%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	15 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing and graveyard shifts.

WHERE THE JOBS ARE

Department Stores
Stationary Stores
Miscellaneous Retail Stores
Sporting Goods Stores and Bicycle Shops
Book Stores

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 23% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months. GROWTH: Employers reported that the year 2001 growth rate was over 4%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	83%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	72%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

TEACHERS AND INSTRUCTORS-VOCATIONAL EDUCATION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

OES#313140

15 Respondents Representing 321 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	93	7	0	a
If Required or Preferred: Is Experience in other occupations accepted?	27		73	b
If Required or Preferred: Will training substitute for experience?	13		87	
Is Technical/Vocational Training Required?	40	7	53	d

a-Average experience required for employment is 31 months.

b-Other experience named by employers includes an average of 24 months in a job related to instruction.

d-Types of training named by employers includes an average of 22 months in a related field.

≡ **SKILLS:** Adult vocational-technical education teachers provide instruction for occupations that do not require a college degree. Teachers must be aware of new standards and develop lesson plans to ensure that students meet basic criteria. Nationally, about one-fifth of the adult and vocational education teachers are self-employed. Teachers should communicate and relate well with students, enjoy working with them, and be able to motivate them. Instructors must be patient, understanding, and supportive to make students comfortable, develop trust, and help students better understand concepts. (Source: OOH)

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	60%
Associate (2 year) Degree	20%
Bachelor (4 year) Degree	13%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing and/or spreadsheet, some want database, a few want desktop publishing. Software most mentioned by employers was M/S office and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should be familiar with current health and safety issues, and have up to date teaching experience.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, many do not promote. Some promote to management positions, a few to director or assistant director. Promotional needs named include communication, dependability, and additional education.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 51% of this workforce. 13% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$6.25-\$20.14	\$12.00
3 years with firm	\$9.00-\$23.01	\$15.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	33%	7%	7%	7%
Dental	33%	0%	27%	7%	7%	7%
Vision	33%	0%	20%	7%	0%	0%
Life	40%	0%	7%	0%	7%	7%
Sick Leave	67%	0%	0%	7%	0%	0%
Vacation	93%	13%	0%	7%	0%	0%
Retirement	20%	0%	20%	7%	0%	0%
Child Care	0%	0%	0%	0%	7%	7%

HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	3-25 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer work hours of less than 35 hr/wk and call it full time. A few offer a swing shift and some work special evening shifts.

WHERE THE JOBS ARE

Vocational Schools
Colleges and Universities
Schools and Educational Services
Beauty Shops
Business and Secretarial Schools

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size, Medium

7-year growth from 1997 to 2004: +90 employees

7-year growth rate: 20.5%, faster than average

EMPLOYER RESPONSES

TURNOVER: 18.1% annually. Employer hiring to fill openings from turnover accounted for more than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 9%. Most employers indicated that this occupation would grow over the next two years, some believe it remain stable.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	67%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	27%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: from students

TEACHERS – SECONDARY SCHOOL

Secondary School Teachers instruct students in public or private high schools in one or more subjects such as English, mathematics, or social studies.

OES#313080

15 Respondents Representing 762 Employees in Fresno County

EMPLOYER REQUIREMENTS**Training & Experience** % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	47	20	a
If Required or Preferred: Is Experience in other occupations accepted?	30		70	b
If Required or Preferred: Will training substitute for experience?	42		58	c
Is Technical/Vocational Training Required?	36	0	64	d

a-Average experience required for employment is 13 months.

b-Employers answering "yes" gave an average of 18 months.

c-Employers allowed an average of 11 months training to be substituted for work experience.

d-Training time named by employers came to an average of 36 months for license and student teaching.

≡ **SKILLS AND REQUIREMENTS:** Public school teachers must have at least a bachelor's degree, complete an approved teacher education program and be licensed. License may not be required for teachers in private schools. In addition to being knowledgeable in their subject, the ability to communicate, inspire trust and confidence, and motivate students, as well as to understand their educational and emotional needs, is essential for teachers. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in higher student achievement. They also should be organized, dependable, patient, and creative. (Source: OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	7%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	73%
Graduate Study	20%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, many want spreadsheet, some want database or desktop publishing. The most mentioned software programs were M/S WORD and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should have continual training in order to understand new educational standards.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Many promote to principal or vice principal positions; some promote to administration or counseling positions; a few promote to learning or project director. Promotional needs named include additional educational training, work experience, and the ability to work with children and other teachers.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 51% of this workforce. 80% of the employers are Union or subject to collective bargaining.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience Union, Non-Union	\$15.60-\$22.36	\$18.04
New, experienced Union, Non-Union	\$13.81-\$25.71	\$19.56
3 years with firm Union, Non-Union	\$14.96-\$27.57	\$20.46

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

Some employers give a pay bonus to multilingual instructors, and pay increases for added educational training.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	53%	20%	0%	0%
Dental	47%	0%	40%	20%	0%	0%
Vision	47%	0%	33%	20%	0%	0%
Life	40%	0%	13%	0%	13%	13%
Sick Leave	80%	20%	7%	7%	0%	0%
Vacation	40%	0%	0%	7%	0%	0%
Retirement	33%	0%	53%	27%	0%	0%
Child Care	7%	0%	0%	0%	7%	7%

HOURS WORKED

Full-time	35-45 hr/wk	All
Part-time	15-24 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

WHERE THE JOBS ARE

Elementary and Secondary Schools

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +950 employees

7-year growth rate: 27.7%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 8.8% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was over 1%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow, a few employers reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	53%
Newspaper Advertisements	60%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	0%
Internet	33%
Colleges/Universities	53%

Other: job fairs.

TEACHERS – SPECIAL EDUCATION

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students.

OES#313110

18 Respondents Representing 170 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	22	61	17	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	18	0	82	

a-Average experience required for employment is 21 months.

b-Other occupational experience named by employers includes an average of 12 months in special needs and handicapped related occupations or standard teaching experience.

c-Employers allowed an average of 14 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** California Basic Educational Skills Test (CBEST) required of most first time applicants. Special education teachers must be patient, able to motivate students, understanding of their students' special needs, and accepting of differences in others. Teachers must be creative and apply different types of teaching methods to reach students who are having difficulty. Communication and cooperation are essential traits because special education teachers spend a great deal of time interacting with others, including students, parents, and school faculty and administrators. (Source: CP&BLH and OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	39%
Graduate Study	61%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, many want spreadsheet and some want desktop publishing or data base. The most mentioned software programs mentioned were M/S WORD and EXCEL. Some employers mentioned various in-house programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know changes in the laws and records keeping, especially in related medical fields.

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not promote. Some promote to assistant principal, vice principal or principal; others promote to a director's positions. Promotional needs named include advanced degrees and licenses, continued education, and supervisory or leadership experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 75% of this workforce. 89% of the employers are Union or subject to collective bargaining. Alternate job titles include Resource Specialist and Special Day Class teacher.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience		
Union, Non-Union	\$14.96-\$21.96	\$19.56
New, experienced		
Union, Non-Union	\$14.38-\$25.64	\$20.74
3 years with firm		
Union, Non-Union	\$16.15-\$27.57	\$21.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

A few employers give a pay bonus to multilingual instructors.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	61%	6%	33%	11%	0%	0%
Dental	67%	6%	22%	11%	0%	0%
Vision	67%	6%	22%	11%	0%	0%
Life	39%	0%	11%	11%	11%	6%
Sick Leave	89%	28%	0%	0%	0%	0%
Vacation	33%	0%	0%	0%	0%	0%
Retirement	22%	0%	56%	22%	6%	6%
Child Care	11%	0%	0%	0%	6%	0%

HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	10-18 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

WHERE THE JOBS ARE

Elementary and Secondary Schools

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Large

7-year growth from 1997 to 2004: +430 employees

7-year growth rate: 36.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 12.9% annually. Employer hiring to fill openings from turnover accounted for just over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 3%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow, and a few believe it will decline. A few employers reported that it would decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Very difficult

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	35%
Newspaper Advertisements	71%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	18%
Union Hall Referrals	0%
Walk-in Applicants	12%
Trade Journals	6%
Internet	35%
Colleges/Universities	76%

Other: Job fairs

TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

OES#857020

15 Respondents Representing 391 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	87	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	85		15	b
If Required or Preferred: Will training substitute for experience?	93		7	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 19 months.

b-Other occupational experience named by employers includes an average of 17 months in communications related or electrical/electrician experience.

c-Employers allowed an average of 16 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Line installers and repairers are trained on the job and most employers generally require only a high school diploma. Technical knowledge of electricity and electronics obtained through vocational programs, community colleges, or experience in the Armed Forces is preferred. Prospective employees should possess a basic knowledge of math and mechanical ability. Customer service and interpersonal skills are also important. Because the work entails climbing and other physical activity, applicants should have stamina, coordination and must be unafraid of heights. The ability to distinguish colors is necessary because wires and cables may be coded by color. (Source: OOH)

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Computer skills were not stated as desired for this occupation, but employers did mention that computer familiarity would be important when handling modern field service equipment.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None given.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some do not promote. Most promote to field supervisors or field lead technicians; some promote to management or foremen positions. Promotional needs named include self-motivation, job knowledge (both electrical and line experience), and communication skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. 27% of the employers are Union or subject to collective bargaining. Alternate job titles include Line Technician and Field Lineman.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.25-\$8.00 N/A	\$7.13 N/A
New, experienced Union	\$8.00-\$12.00 \$9.00-\$14.00	\$12.00 \$10.54
3 years with firm Union	\$14.00-\$16.00 \$13.00-\$24.00	\$15.00 \$14.50

BENEFITS 93% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	47%	0%	0%	0%
Dental	40%	0%	47%	0%	0%	0%
Vision	27%	0%	13%	0%	0%	0%
Life	93%	0%	0%	0%	0%	0%
Sick Leave	73%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	7%	0%	80%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	15-27 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a swing shift. A few work a graveyard shift.

WHERE THE JOBS ARE

Electrical Work

Telephone Communications

Cable and Other Pay TV Services

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +20 employees

7 year growth rate: 7.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 19.4% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 13%.

All employers interviewed agreed that this occupation would remain stable over the next two years.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	73%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	73%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

WELDERS AND CUTTERS

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

OES#939140

17 Respondents Representing 114 Employees in Fresno County

EMPLOYER REQUIREMENTS

Training & Experience % of employers response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	94	0	6	a
If Required or Preferred: Is Experience in other occupations accepted?	13		88	
If Required or Preferred: Will training substitute for experience?	63		38	c
Is Technical/Vocational Training Required?	6	0	94	

a-Average experience required for employment is 24 months.

c-Employers allowed an average of 23 months training to be substituted for work experience.

≡ **SKILLS AND REQUIREMENTS:** Welders and cutters may work outdoors in inclement weather or indoors, sometimes in a confining area designed to contain sparks and glare. When outdoors, they may work on a scaffold or platform high off the ground. Training for welders can range from a few weeks of school or on-the-job training for low skilled positions to several years of combined school and on-the-job training for highly skilled jobs. Some welders become certified, a process whereby the employer sends a worker to an institution, such as an independent testing labor technical school, to weld a test specimen to specific codes and standards required by the employer. Welders and cutters need good eyesight, hand-eye coordination, and manual dexterity. They should be able to concentrate on detailed work for long periods and be able to bend, stoop, and work in awkward positions. (Source: OOH)

EDUCATION required for employment

Less Than High School	41%
High School or Equivalent	59%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

OTHER INFORMATION

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned WORD or Windows based programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None given.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, a few do not promote. Most promote to foreperson or leadperson positions; a few promote to other supervisory positions. Promotional needs named include job knowledge, work quality, management and leadership skills, public relations and people skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 12% of the employers are Union or subject to collective bargaining. Alternate job title includes Fabricator.

WAGES AND BENEFITS

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$8.00	\$8.00
New, experienced	\$7.00-\$12.00	\$10.00
3 years with firm	\$9.50-\$15.00	\$14.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	24%	0%	53%	0%	0%	0%
Dental	18%	0%	35%	0%	6%	0%
Vision	24%	0%	18%	0%	0%	0%
Life	82%	0%	6%	0%	0%	0%
Sick Leave	59%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	41%	0%	35%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

HOURS WORKED

Full-time	40-48 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

WHERE THE JOBS ARE

Miscellaneous Repair Shops
Fabricated Structural Metal Products
Sheet Metal Work
Welding Repair

EMPLOYMENT TRENDS

EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +100 employees

7 year growth rate: 14.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 2.6% annually. Employer hiring to fill openings from turnover accounted for more than one-tenth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 19%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will grow, even fewer believe it will decline.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	53%
Newspaper Advertisements	41%
Private Employment Agencies	12%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	35%
Trade Journals	0%
Internet	6%
Colleges/Universities	0%

Section 3

TERMS AND ABBREVIATIONS USED IN THE 2000 REPORT

TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

A/C Air Conditioning

ABBREVIATIONS

CCOIS	California Cooperative Occupational Information System
CIP	Classification of Instructional Programs
COICC	California Cooperative Information Coordinating Committee
CNA	Certified Nursing Aide
CPA	Certified Public Accountant
DMV	Department of Motor Vehicles
Ed	Education
EDD	Employment Development Department
Exc.	Excluding
FCC	Fresno City College
FWDB	Fresno Workforce Development Board
HVAC	Heating, Ventilation and Air Conditioning
HSS	Human Services System
JTPA	Job Training Partnership Act
LVN	Licensed Vocational Nurse
LMID	Labor Market Information Division
LOICC	Local Occupational Information Coordinating Committee
M/S	Microsoft
MCed	Microcomputer Education Center
MTMA	Management Training/Marketing Association
N/A	Not Applicable/Not Available
O*NET	Occupational Network
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
PA	Public Accountant
P/R	Public Relations
Refrig.	Refrigeration
RN	Registered Nurse
SCCCD	State Center Community College District
TANF	Temporary Assistance to Needy Families
URL	Uniform Resource Locator
VMS	Vocational Management Services

ACCOUNTANTS AND AUDITORS

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

OES#211140

15 Respondents Representing 150 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	20%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	73%
Graduate Study	0%

Training & Experience % of employers response

Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	36	0	64	d

a-Average experience required for employment is 35 months.

c-Employers allowed an average of 19 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 23 months in accounting.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 3,870, very large

7 year growth to 2002: +370 employees

7 year growth rate: 9.6%, slower than average

EMPLOYER RESPONSES

TURNOVER: 10.3% annually. Employer hiring to fill openings from turnover accounted for less than one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 14%.

Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow. A few employers reported that it would decline.

WAGES

Hourly Wages	Range	Median
New, no experience	\$9.59-\$13.42	\$12.09
New, experienced	\$9.55-\$19.52	\$15.22
3 years with firm	\$12.15-\$24.74	\$17.26

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	7%	0%	0%
Dental	40%	0%	60%	7%	0%	0%
Vision	33%	0%	60%	7%	0%	0%
Life	67%	0%	27%	7%	0%	0%
Sick Leave	87%	7%	13%	0%	0%	0%
Vacation	100%	7%	0%	0%	0%	0%
Retirement	53%	7%	40%	0%	0%	0%
Child Care	7%	0%	7%	0%	7%	0%

Some employers offer 401K as retirement. A few employers offer cafeteria plans.

EMPLOYING INDUSTRIES

Accounting, auditing & bookkeeping
Federal government

WORK HOURS

Full-time	40-60 hr/wk	All
Part-time	16-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer floating time schedules and flex time. Long days are required during income tax time.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	33%
Newspaper Advertisements	67%
Private Employment Agencies	13%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	7%
Internet	27%
Colleges/Universities	27%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Most accountant and auditor positions require at least a bachelor's degree in accounting or a related field. The State requires that new practitioners must be CPA's. Public Accountant (PA) licenses are only renewed; no new PA licenses are issued.

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing and/or spreadsheet. Many want automated accounting systems software skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know current tax laws and accounting systems. The occupation is moving towards more specialization and electronic paperless accounting.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, many to management or supervisor positions, some to Sr. accountant and a few to Sr. CPA. Promotional needs named include job knowledge (both on-the-job and prior experience), people skills (interpersonal and communication) and supervisory ability.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 51% of this workforce. Alternate job titles include Controller and Financial Manager or Financial Analyst.

ADMINISTRATIVE ASSISTANTS

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems. And answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Non-OES#169167997

15 Respondents Representing 87 Employees in Fresno County

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	33%
Associate (2 year) Degree	33%
Bachelor (4 year) Degree	27%
Graduate Study	0%

Training & Experience % of employers response

<div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> </div>	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	33	7	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	47	0	53	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 24 months clerical or secretarial office experience.

c-Employers allowed an average of 29 months training to be substituted for work experience.

d- Types of training named include an average of 20 months in computer, secretarial/clerical, bookkeeping and documentation.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: Not Available

7 year growth to 2002: Not Available

7 year growth rate: Not Available

EMPLOYER RESPONSES

TURNOVER: 17.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 1%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.50-\$11.99	\$8.29
Union	\$14.99-\$16.25	\$15.62
New, experienced	\$8.00-\$17.90	\$12.81
Union	\$16.25-\$18.51	\$16.58
3 years with firm	\$9.00-\$19.74	\$13.67
Union	\$17.68-\$21.44	\$19.76

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	7%	67%	0%	0%	0%
Dental	33%	7%	67%	0%	0%	0%
Vision	33%	7%	67%	0%	0%	0%
Life	47%	7%	40%	0%	0%	0%
Sick Leave	53%	7%	33%	0%	0%	0%
Vacation	87%	7%	0%	0%	0%	0%
Retirement	7%	0%	87%	7%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

Some employers offer a pension or 401K for retirement. A few offer long term disability.

EMPLOYING INDUSTRIES

Irrigation systems

Elementary and secondary schools

Public Administration: executive and legislative

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	60%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	7%
Internet	13%
Colleges/Universities	0%

Other: Local churches

GENERAL INFORMATION

≡ **SKILLS:** High school vocational education programs teach office skills and keyboarding. Various training providers offer 1-to-2 year office administration programs. Office skills are often acquired through on-the-job instruction by other employees or by equipment and software vendors. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all firms want word processing, most want spreadsheet, many want database and a few want desktop publishing. Programs most mentioned were Microsoft Office, Excel, PowerPoint and Access.

≡ **EMERGING TECHNOLOGY AND SKILLS:** The modern office requires working knowledge of E-mail and the Internet.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, almost as many do not promote. Some promote to management positions. Promotional needs mentioned include computer skills, P/R and customer service skills, analytical and organizational skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 92% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include Administrative Secretary and Executive Assistant.

BILL AND ACCOUNT COLLECTORS

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts.

OES #535080

16 Respondents Representing 123 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

<div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> </div>	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	13	13	75	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in business finance, customer service or general office.

c-Employers allowed an average of 8 months training to be substituted for work experience.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 450, medium

7 year growth to 2002: +90 employees

7 year growth rate: 20%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 30.1% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 9.8%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.44	\$10.00
New, experienced	\$6.90-\$12.00	\$8.57
3 years with firm	\$8.63-\$13.85	\$11.03

Some employers pay bonuses and commissions.

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	56%	6%	0%	0%
Dental	25%	0%	50%	0%	0%	0%
Vision	19%	0%	50%	0%	0%	0%
Life	50%	0%	13%	0%	0%	0%
Sick Leave	88%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	44%	6%	31%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few offer IRA's or 401 K for retirement and/or profit sharing.

EMPLOYING INDUSTRIES

Department stores
Offices & clinics of medical doctors
Adjustment & collection services
Offices of health practitioners

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	63%
Private Employment Agencies	19%
EDD	6%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	19%
Colleges/Universities	0%

Other: Word of mouth

GENERAL INFORMATION

≡ **SKILLS:** Employers seek those who know the billing process, telephone systems, speak well, are persistent and detail oriented. Experience in telemarketing or as a telephone operator is helpful. Employers may require certification through the American Collectors Association (ACA). (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many firms want word processing and spreadsheet, some want database. Programs most mentioned were EXCEL and MD4 (In-house program).

≡ **EMERGING TECHNOLOGY AND SKILLS:** Knowledge of computerized business systems.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions. Most promote to management or supervision positions. A few employers do not promote. Promotional skills needed include interpersonal skills and education; also beneficial were medical, insurance, billing or accounting backgrounds. Personal qualities mentioned for promotion in this occupation were reliability, personal responsibility and thoroughness.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 92% of this workforce. Alternate job titles include Billing Clerks, Customer Service Reps. Accounts Payable and Receivable Representative.

BUS DRIVERS - SCHOOL

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

OES#971110

15 Respondents Representing 356 Employees in Fresno County

EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	80%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	33	33	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	87	0	13	d

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 3 months commercial driving.

c-Employers allowed an average of 2 months training to be substituted for work experience.

d- Types of training named include an average of 2 months in bus driver certification classes and 20 hours behind the wheel training. Drivers must pass DMV testing and have a valid class 2 license.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 650, medium

7 year growth to 2002: +140 employees

7 year growth rate: 21.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for more than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$12.46	\$10.12
Union	\$10.45-\$12.22	\$11.00
New, experienced	\$6.00-\$12.46	\$9.66
Union	\$11.11-\$11.81	\$11.45
3 years with firm	\$7.00-\$13.69	\$10.15
Union	\$11.52-\$14.16	\$12.46

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	53%	13%	0%	0%
Dental	27%	7%	47%	13%	7%	0%
Vision	27%	7%	47%	13%	7%	0%
Life	20%	0%	33%	13%	13%	0%
Sick Leave	40%	13%	40%	13%	0%	0%
Vacation	67%	20%	0%	0%	0%	0%
Retirement	20%	0%	53%	20%	0%	0%
Child Care	7%	0%	7%	0%	0%	0%

EMPLOYING INDUSTRIES

School buses
Elementary & secondary schools
Child day care services

WORK HOURS

Full-time	20-40 hr/wk	Almost all
Part-time	5-30 hr/wk	Many
Temporary	15-35 hr/wk	Some
Seasonal	40 hr/wk	Few

Many schools report a variety of odd work hours, multiple split shifts, AM then PM, etc. School bus driver employees work shifts that are designed around school hours.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%

Other: Postings at schools and on buses

GENERAL INFORMATION

⌘ **SKILLS:** All drivers must comply with Federal regulations and any State regulations that exceed Federal Requirements, pass a written test and demonstrate they can operate a bus safely. Federal Regulations require that drivers must be at least 21 years old, pass a drug test as a condition for employment, undergo periodic random drug tests while on duty and pass a physical examination at least once every two years. Drivers must be able to read road signs and to communicate with the public and with law enforcement officers. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Some employers want word processing and/or database software skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to a higher level position; most to bus driver instructors, some to transportation supervisors, managers and dispatchers. Employers most frequently identified leadership skills, good driving experience and driving record, ability to work with children, office and organizational skills as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 53% of this workforce. 53% of the employers are Union or subject to collective bargaining.

CASHIERS

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

OES#490230

16 Respondents Representing 862 Employees in Fresno County

EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	50%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	19	50	31	a
If Required or Preferred: Is Experience in other occupations accepted?	91		9	b
If Required or Preferred: Will training substitute for experience?	64		36	c
Is Technical/Vocational Training Required?	6	13	81	

a-Average experience required for employment is 7 months.

b-Other experience named by employers includes an average of 6 months in customer service, sales or counter clerk.

c-Employer comments came to an average of 3 months training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 6,510, very large

7 year growth to 2002: +930 employees

7 year growth rate: 14.3%, faster than average

EMPLOYER RESPONSES

TURNOVER: 39.7% annually. Employer hiring to fill openings from turnover accounted for just over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was under 9%. Most employers indicated that this occupation would remain stable over the next two years, some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.49	\$5.75
New, experienced	\$5.75-\$7.50	\$6.37
3 years with firm	\$5.75-\$9.00	\$7.00

A few employers pay bonuses

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	19%	6%	31%	13%	0%	0%
Dental	19%	6%	25%	6%	0%	0%
Vision	13%	6%	19%	6%	0%	0%
Life	25%	6%	19%	0%	0%	6%
Sick Leave	13%	13%	6%	6%	0%	0%
Vacation	50%	38%	0%	0%	0%	0%
Retirement	13%	6%	31%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer retirement, 401K or pension plans

EMPLOYING INDUSTRIES

Eating places

Grocery stores

Drug stores and propriety stores

Department stores

Gasoline service stations

WORK HOURS

Full-time	32-40 hr/wk	Most
Part-time	8-32 hr/wk	Almost all
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer long shifts or have odd-hours for day and night shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	69%
Newspaper Advertisements	44%
Private Employment Agencies	6%
EDD	19%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	6%
Colleges/Universities	13%

Other: In store bulletins and adds

GENERAL INFORMATION

⌘ **SKILLS:** Cashiers tend to be entry-level positions requiring little or no previous work experience. Nearly all cashiers are trained on the job. Cashiers need basic arithmetic skills, should be neat in appearance and be able to deal tactfully and pleasantly with customers. Experience in typing, selling or handling money is desirable. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None given.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level management or supervisory positions. A few promote to service positions. Employers most frequently identified interpersonal customer service skills and knowledge of the business as what was most needed for promotion. Other skills named were supervisory, management, leadership and communication.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 69% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job title includes sales associate.

COUNTER AND RENTAL CLERKS

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

OES#490170

15 Respondents Representing 125 Employees in Fresno County

EDUCATION required for employment

Less Than High School	53%
High School or Equivalent	40%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

<div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> <div>Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ Ⓡ</div> </div>	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	7	40	53	a
If Required or Preferred: Is Experience in other occupations accepted?	86		14	b
If Required or Preferred: Will training substitute for experience?	71		29	c
Is Technical/Vocational Training Required?	13	7	80	d

a-Average experience required for employment is 6 months.

b-Other experience named by employers includes an average of 8 months as a cashier or in customer service.

c-Employers allowed an average of 4 months training to be substituted for work experience.

d-Training time named came to an average of 26 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 900, large

7 year growth to 2002: +160 employees

7 year growth rate: 17.8%, faster than average

EMPLOYER RESPONSES

TURNOVER: 50.4% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 24%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.75	\$5.75
New, experienced	\$5.75-\$8.00	\$6.00
3 years with firm	\$5.75-\$13.00	\$7.00

A few employers pay bonuses

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	29%	14%	7%	0%
Dental	14%	0%	29%	14%	7%	0%
Vision	7%	0%	29%	7%	7%	0%
Life	21%	0%	7%	0%	7%	0%
Sick Leave	21%	0%	21%	0%	7%	0%
Vacation	71%	7%	0%	0%	0%	0%
Retirement	7%	0%	14%	0%	14%	7%
Child Care	0%	0%	7%	0%	0%	0%

EMPLOYING INDUSTRIES

Video tape rental

Dry-cleaning plants

Garment pressing & cleaners

Passenger car rental

WORK HOURS

Full-time	38-40 hr/wk	Most
Part-time	20-36 hr/wk	Most
Temporary	N/A	None
Seasonal	22 hr/wk	Few

Many employers offer long shifts or have odd-hours for day and night shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	7%
Colleges/Universities	7%

Other: Signs in store windows

GENERAL INFORMATION

⌘ **SKILLS:** Counter and Rental clerk jobs tend to be entry-level and requiring little or no experience and little formal education. Nearly all clerks are trained on the job. Clerks must become familiar with products and services of their company in order to give customers the best possible service. Clerks should enjoy working with people and deal tactfully with difficult customers. Good oral and written communication skills are essential. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers, although a few desire word processing skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, most to management. Employers most frequently identified customer service skills, job experience, management skills, good attitude and self-motivation as most needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 53% of this workforce Alternate job titles include Customer Service Representatives, sales staff, clerks and sales clerks.

ELECTRICIANS

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints.

OES#872020

15 Respondents Representing 331 Employees in Fresno County

EDUCATION required for employment

Less Than High School	13%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	93	0	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	53	0	47	d

a-Average experience required for employment is 34 months.

c-Average training time named by employers is 9 months.

d- Types of training named include an average of 20 months in electrical or electronics.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 710, medium

7 year growth to 2002: +70 employees

7 year growth rate: 9.9%, slower than average

EMPLOYER RESPONSES

TURNOVER: 5.4% annually. Employer hiring to fill openings from turnover accounted for just under one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 31%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience Union	N/A Insufficient Data	N/A Insufficient Data
New, experienced Union	\$9.50-\$12.00 \$9.84-\$25.00	\$11.00 \$20.67
3 years with firm Union	\$12.00-\$15.00 \$10.25-\$27.96	\$15.00 \$24.80

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	0%	20%	0%	0%	0%
Dental	53%	0%	13%	0%	0%	0%
Vision	33%	0%	20%	0%	0%	0%
Life	27%	0%	13%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	13%	7%	47%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Electrical work

Special trade contractors

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

A few employers also work swing shifts, graveyard, on call and rotating shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	53%
Newspaper Advertisements	60%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	33%
Walk-in Applicants	13%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** People can learn the electrical trade by completing an apprenticeship program. Others can learn informally by working as helpers for experienced electricians. High school courses in mathematics, electricity, electronics, mechanical drawing, science, and shop provide a good background. Applicants should be in good health and at least have average physical strength. Agility and dexterity are also important. Good color vision is needed because workers must frequently identify electrical wires by color. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Low voltage systems, computers and communication technology.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some do not promote. Most promote to foreman or supervisor; a few promote to master or A-electrician. Promotional needs include leadership & management skills, reliability & dependability and technical knowledge of the field through training or experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 40% of employers are union employers or subject to collective bargaining.

FILE CLERKS

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material.

OES#553210

15 Respondents Representing 229 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	67	13	20	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	75		25	c
Is Technical/Vocational Training Required?	20	0	80	d

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 7 months clerical or secretarial office experience.

c-Employers allowed an average of 5 months training to be substituted for work experience.

d- Types of training named include an average of 4 months in computer or clerical.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 690, medium

7 year growth to 2002: +50 employees

7 year growth rate: 7.2%, slower than average

EMPLOYER RESPONSES

TURNOVER: 14% annually. Employer hiring to fill openings from turnover accounted for four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 4%. Most employers indicated that this occupation would grow over the next two years, some reported it would remain stable and a few believe it will decline.

WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.00-\$8.50 N/A	\$8.08 N/A
New, experienced Union	\$7.00-\$9.00 \$9.22-\$10.32	\$7.88 \$10.00
3 years with firm Union	\$7.50-\$10.50 \$10.50-\$11.12	\$8.75 \$10.75

A few employers offer a bonus.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	47%	13%	0%	0%
Dental	40%	0%	47%	7%	0%	7%
Vision	27%	0%	47%	7%	0%	7%
Life	33%	0%	27%	7%	13%	7%
Sick Leave	73%	0%	0%	0%	0%	0%
Vacation	87%	13%	0%	0%	0%	0%
Retirement	13%	0%	47%	7%	13%	7%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K for retirement.

EMPLOYING INDUSTRIES

Legal services

Offices and clinics of medical doctors

Help supply services

WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20 - 32	Some
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	33%
Newspaper Advertisements	53%
Private Employment Agencies	20%
EDD	0%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: Word of mouth

GENERAL INFORMATION

≡ **SKILLS:** File clerks responsibilities may include data entry, word processing, sorting mail, and operating copying machines. A growing number of file clerks are using computerized filing and retrieval systems. Those who have keyboarding and other secretarial skills and are familiar with a wide range of office machines, especially personal computers, should have better opportunities than less experienced applicants. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing and many want spreadsheet. Programs mentioned were WORD and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some to office manager or supervisor, office administration or assistant, or intake receptionist. Also mentioned were secretary, records and payroll. Promotions require computer skills, time management, accuracy and interpersonal communication.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 88% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include office assistant, office clerk and office specialist.

FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS

First Line Supervisors and Manager/Supervisors of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing and personnel work. In addition, Manager/ Supervisors may also engage, in part, in the same production work as the workers they supervise.

OES#810080

15 Respondents Representing 220 Employees in Fresno County

EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	47%
Associate (2 year) Degree	27%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	93		7	b
If Required or Preferred: Will training substitute for experience?	57		43	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 29 months.

b-Other occupational experience named by employers includes an average of 35 months in related manufacturing, production or food processing.

c-Average training time named by employers is 23 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 760, Medium

7 year growth to 2002: +30 employees

7 year growth rate: 3.9%, Slower than average

EMPLOYER RESPONSES

TURNOVER: 12.7% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$9.00-\$10.00	\$9.59
New, experienced	\$7.00-\$22.83	\$11.51
3 years with firm	\$8.00-\$24.20	\$13.81

Compensation may increase by shift pay, overtime or bonuses.

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	53%	0%	0%	0%
Dental	27%	0%	47%	0%	13%	7%
Vision	20%	0%	47%	0%	0%	0%
Life	53%	0%	20%	0%	7%	0%
Sick Leave	53%	0%	13%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	60%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 401K plan.

EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups
Poultry slaughtering & processing
Canned fruits and vegetables

WORK HOURS

Full-time	32-65 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Most employers work swing or graveyard shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	40%
Newspaper Advertisements	87%
Private Employment Agencies	40%
EDD	33%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	7%
Colleges/Universities	13%

GENERAL INFORMATION

≡ **SKILLS:** Employers generally look for experience, job knowledge, organizational skills, and leadership qualities. Also emphasized is the ability to motivate employees, maintain high morale, and command respect. Applicants who are able to deal with different situations and a diverse work force are desired. Communication and interpersonal skills are also extremely important attributes. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing skills, some want database and/or spreadsheet. Programs mentioned were WORD and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level management positions: production manager, technical service manager and plant operations manager were mentioned.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 30% of this workforce. Alternate job titles include production manager & supervisor, lead person & foreperson, shift supervisor & superintendent and plant manager & supervisor.

GENERAL OFFICE CLERKS

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing.

OES#553470

15 Respondents Representing 154 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	87%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	80	20	0	a
If Required or Preferred: Is Experience in other occupations accepted?	73		27	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	40	40	20	d

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 13 months clerical, office secretary, accounting or bookkeeping.

c-Training time named by employers is an average of 8 months.

d- Types of training named include an average of 10 months computer training, business training or an Associate degree.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 7580, Very large

7 year growth to 2002: +380 employees

7 year growth rate: 5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 31.8% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 6%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	Insufficient Data	Insufficient Data
Union	Insufficient Data	Insufficient Data
New, experienced	\$6.00-\$10.00	\$8.00
Union	\$8.42-\$12.38	\$10.67
3 years with firm	\$6.75-\$13.02	\$10.00
Union	\$9.25-\$13.33	\$11.55

Some employers offer a bonus

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	0%	0%	0%
Dental	33%	0%	47%	0%	0%	0%
Vision	33%	0%	53%	0%	0%	0%
Life	33%	0%	40%	0%	7%	0%
Sick Leave	80%	0%	7%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	33%	0%	33%	0%	7%	0%
Child Care	0%	0%	7%	0%	7%	0%

A few employers offer a 401K plan for retirement.

EMPLOYING INDUSTRIES

Elementary and secondary schools

Local government

WORK HOURS

Full-time	38-60 hr/wk	All
Part-time	17-30 hr/wk	Some
Temporary	20 hr/wk	Few
Seasonal	40 hr/wk	Few

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	40%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	0%
Internet	33%
Colleges/Universities	7%

GENERAL INFORMATION

⌘ **SKILLS:** Because general office clerks usually work with other office staff, they should be cooperative and be able to work as part of a team. They should have good communication skills and pay close attention to details. They must be willing to change with the needs of the work environment or take on additional responsibilities. Some employers require typing, basic computer skills, and other general office skills. Familiarity with computer word processing software and applications is becoming increasingly important. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing, many want spreadsheet, some want database. Programs most mentioned were EXCEL, WORD and M/S SUITE.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Information technology and computer knowledge.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: some to secretary, accounts, billing or payroll, and a few to office management. Promotional skills needed include computer literacy skills, office management skills, and experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 94% of this workforce. 27% of the employers are union or subject to collective bargaining. Alternate job titles include Receptionist, Administrative or Office Assistant, Bookkeeper and Clerk Typist.

HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANICS

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.

OES#859020

16 Respondents Representing 130 Employees in Fresno County

EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	63%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 44 months.

b-Other occupational experience named by employers includes an average of 18 months in plumbing or electrical repair.

c-Training time named by employers is an average of 23 months.

d- Types of training named include an average of 32 months HVAC school or Union training

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Very difficult

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants should encounter little or no competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 260, small

7 year growth to 2002: +70 employees

7 year growth rate: 26.9%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 10% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was over 8%.

An equal number of employers indicated that this occupation would either remain stable or grow over the next two years.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.73	\$8.00
New, experienced	\$8.00-\$23.97	\$12.00
3 years with firm	\$7.65-\$23.97	\$16.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	94%	0%	6%	0%	0%	0%
Dental	63%	0%	6%	0%	0%	0%
Vision	44%	0%	6%	0%	0%	0%
Life	50%	0%	0%	0%	0%	0%
Sick Leave	19%	0%	0%	0%	0%	0%
Vacation	81%	0%	0%	0%	0%	0%
Retirement	50%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K

EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning
Refrigeration service & repair

WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers work swing shift, long hours or emergency hours.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	56%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	25%
Union Hall Referrals	25%
Walk-in Applicants	25%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** Because Refrigeration Mechanics frequently deal directly with the public, they should be courteous and tactful, especially when dealing with an aggravated customer. They also should be in good physical condition. Courses in shop math, mechanical drawing, applied physics and chemistry, electronics, blueprint reading, and computer applications provide a good background for those interested in entering this occupation. A basic understanding of microelectronics is becoming more important. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Environmental Protection Agency requirements, new electronics and environmental controls.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not. Many promote to supervisory or management positions, a few promote to lead refrigeration technician or journeyman. Promotional needs mentioned were job knowledge, supervisory ability and experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 19% of employers are Union or subject to collective bargaining. Alternate job titles include Refrigeration Technician, Service Technician or Journeyman Installers.

HUMAN SERVICE WORKERS

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services.

OES#273080

15 Respondents Representing 617 Employees in Fresno County

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	40%
Associate (2 year) Degree	40%
Bachelor (4 year) Degree	7%
Graduate Study	7%

Training & Experience % of employers response

→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→				
Is Prior Experience Required in this Occupation?	33	53	13	a
If Required or Preferred: Is Experience in other occupations accepted?	92		8	b
If Required or Preferred: Will training substitute for experience?	15		85	
Is Technical/Vocational Training Required?	33	7	60	d

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in social services, health care or medical care.

d- Types of training named include an average of 12 months clerical or computer software training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 660, medium

7 year growth to 2002: +130 employees

7 year growth rate: 19.7%, Much faster than average

EMPLOYER RESPONSES

TURNOVER: 23.2% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$7.44
New, experienced	\$6.10-\$13.84	\$8.98
3 years with firm	\$6.15-\$14.50	\$10.00

Some employers pay bonus compensation.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	27%	7%	47%	7%	0%	0%
Dental	20%	7%	27%	7%	7%	0%
Vision	20%	7%	20%	7%	0%	0%
Life	33%	7%	7%	0%	0%	7%
Sick Leave	60%	7%	20%	7%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement	7%	0%	33%	7%	20%	7%
Child Care	20%	0%	7%	0%	7%	0%

Some employers offer a 401K plan or cafeteria plan.

EMPLOYING INDUSTRIES

Residential care

Individual & family services

Local government

WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	5-40 hr/wk	Few
Seasonal	N/A	None

Some employers work graveyard shifts, a few work swing shifts, are on call or work long hours

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	47%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	20%
Colleges/Universities	27%

GENERAL INFORMATION

⌘ **SKILLS:** Because so many human services jobs involve direct contact with people who are vulnerable to exploitation or mistreatment, employers try to select applicants with appropriate personal qualifications. Relevant academic preparation is generally required and volunteer or work experience is preferred. A strong desire to help others, patience and understanding are highly valued characteristics. Other important personal traits include communication, organization, a strong sense of responsibility and the ability to manage time effectively. Applicants may need a valid driver's license and meet the Criminal Offense Record Investigation (CORI) requirement. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, some want spreadsheet. Programs most mentioned were M/S WORD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Computer skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions; some do not promote. Some promote to Counselors or Case Managers; a few promote to supervisor. Employers most often mentioned education & experience and written & oral communication as most important for promotion. Also mentioned were attendance and organization.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 77% of this workforce. 13% of the employers are union or subject to collective bargaining. Alternate job titles include Social Worker, Case Manager or Counselor.

INSTRUCTIONAL AIDES

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

OES#315211

16 Respondents Representing 1042 Employees in Fresno County

EDUCATION required for employment

Less Than High School	6%
High School or Equivalent	88%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	6	44	50	a
If Required or Preferred: Is Experience in other occupations accepted?	71		29	b
If Required or Preferred: Will training substitute for experience?	63		38	c
Is Technical/Vocational Training Required?	13	6	81	

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 4 months in child day care.

c-Average training time required for employment is 8 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: Not Applicable

7 year growth to 2002: Not Applicable

7 year growth rate: Not Applicable

EMPLOYER RESPONSES

TURNOVER: 10.7% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 4%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.73	\$7.18
Union	\$6.00-\$9.93	\$7.58
New, experienced	\$6.00-\$8.73	\$7.53
Union	\$6.25-\$9.93	\$8.04
3 years with firm	\$7.00-\$8.95	\$7.91
Union	\$7.84-\$9.31	\$8.40

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	0%	25%	25%	0%	0%
Dental	31%	0%	19%	25%	0%	0%
Vision	25%	0%	19%	25%	0%	0%
Life	25%	0%	19%	13%	0%	6%
Sick Leave	31%	6%	13%	25%	0%	0%
Vacation	50%	25%	0%	0%	0%	0%
Retirement	31%	0%	6%	25%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Elementary & secondary schools
Social services

WORK HOURS

Full-time	30-40 hr/wk	Many
Part-time	3-30 hr/wk	Almost all
Temporary	13-22 hr/wk	Few
Seasonal	N/A	None

Some employers have employees working odd hour shifts, short work days and working evenings after school.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	38%
Employee Referrals	63%
Newspaper Advertisements	81%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	19%
Colleges/Universities	19%

Other: On site postings

GENERAL INFORMATION

≡ **SKILLS:** Aides should enjoy working with children from a wide range of cultural backgrounds, and be able to handle classroom situations with fairness and patience. Aides also must demonstrate initiative and a willingness to follow a teacher's directions. They must have good oral and writing skills and be able to communicate effectively with students and teachers. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing, a few want spreadsheet and desktop publishing. The program most mentioned was EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Various computer software and classes using new computer technology.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: some to teacher or full time instructor or to a clerical position. Promotional skills needed include appropriate education, work well with children and adults, oral and written communication, experience and clerical skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 85% of this workforce. 44% of employers are Union or subject to collective bargaining. Alternate job titles include Teacher Aides and Tutors.

LABORERS, LANDSCAPING AND GROUNDSKEEPING

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or a customer location. Workers typically perform a variety of tasks, which may include and combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing. Digging, raking, and sprinkler installation. Workers may help brick and stone masons.

OES#790410

16 Respondents Representing 354 Employees in Fresno County

EDUCATION required for employment

Less Than High School	81%
High School or Equivalent	19%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	31	19	50	a
If Required or Preferred: Is Experience in other occupations accepted?	38		63	b
If Required or Preferred: Will training substitute for experience?	13		88	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 24 months in construction or maintenance.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 1370, large

7 year growth to 2002: +200 employees

7 year growth rate: 14.6%, faster than average

EMPLOYER RESPONSES

TURNOVER: 24% annually. Employer hiring to fill openings from turnover accounted for almost one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 30%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.50	\$5.85
New, experienced	\$5.75-\$8.50	\$6.75
3 years with firm	\$7.25-\$10.75	\$8.25

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	0%	13%	0%	7%	0%
Dental	13%	0%	0%	0%	7%	0%
Vision	7%	0%	0%	0%	0%	0%
Life	0%	0%	7%	0%	7%	0%
Sick Leave	27%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	0%	0%
Retirement	0%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Lawn and garden services

WORK HOURS

Full-time	40-50 hr/wk	Almost all
Part-time	30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	22-45 hr/wk	Few

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	88%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** Short-term on-the-job training usually is sufficient to teach new hires how to operate equipment such as mowers, trimmers, leaf blowers, small tractors, and follow correct safety procedures. Entry-level workers must be able to follow directions and learn proper planting procedures. If driving is an essential part of a job, employers look for applicants with a good driving record and some experience driving a truck. Workers who deal directly with customers must get along well with people. Employers also look for responsible, self-motivated individuals, since many gardeners and groundskeepers work with little supervision. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Hardscaping—working with brick, cement, rocks, sidewalks, etc.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions. Some to supervisory positions some to crew chief or crew leader and some to foreman. A few promote to maintenance. Promotional needs named include management skills, knowledge of the job and long time experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 1% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include Gardener and Crewmember.

LEGAL SECRETARIES

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

OES#551020

17 Respondents Representing 126 Employees in Fresno County

d- Types of training named include an average of 15 months in an applicable field with legal training or computer software training.

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	82	6	12	a
If Required or Preferred: Is Experience in other occupations accepted?	53		47	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	24	18	59	d

a-Average experience required for employment is 27 months.

b-Other occupational experience named by employers includes an average of 34 months as a secretary, administrative assistant or have a legal background.

c-Average training time required for employment is 14 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 610, medium

7 year growth to 2002: +60 employees

7 year growth rate: 9.8%, slower than average

EMPLOYER RESPONSES

TURNOVER: 16.7% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$15.00	\$9.33
New, experienced	\$8.05-\$17.00	\$12.66
3 years with firm	\$10.36-\$20.71	\$15.53

Some employers offer a bonus

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	71%	0%	29%	6%	0%	0%
Dental	47%	0%	18%	6%	6%	0%
Vision	41%	6%	12%	0%	0%	0%
Life	71%	0%	0%	0%	6%	6%
Sick Leave	100%	6%	0%	0%	0%	0%
Vacation	100%	6%	0%	0%	0%	0%
Retirement	47%	0%	35%	0%	18%	12%
Child Care	0%	0%	0%	0%	6%	6%

EMPLOYING INDUSTRIES

Legal services

WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	12%
Employee Referrals	29%
Newspaper Advertisements	47%
Private Employment Agencies	41%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, a few want database and desktop publishing. Programs mentioned were WordPerfect and WORD.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Internet computer skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote; almost as many do not promote. A few promote to paralegal, office manager, legal assistant or law clerk. Promotional skills mentioned include legal knowledge, legal training, communication skills and paralegal experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 98% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job title includes legal assistant and administrative assistant.

MACHINERY MAINTENANCE MECHANICS

Machinery Maintenance Mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors.

OES#851190

15 Respondents Representing 200 Employees in Fresno County

EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	73%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	60	0	40	a
If Required or Preferred: Is Experience in other occupations accepted?	77		23	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	7	40	53	d

a-Average experience required for employment is 19 months.

b-Other occupational experience named by employers includes an average of 14 months in production maintenance or as a construction or manufacturing maintenance technician.

c-Average training time required for employment is 16 months.

d-Training named include an average of 15 months in trade school or vocational training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 490, medium

7 year growth to 2002: +80 employees

7 year growth rate: 16.3%, faster than average

EMPLOYER RESPONSES

TURNOVER: 17.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH Employers reported the year 2000 growth rate was under 5%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$14.06	\$11.00
Union	\$6.10-\$6.10	\$6.10
New, experienced	\$6.31-\$21.31	\$13.11
Union	\$6.10-\$18.00	\$12.50
3 years with firm	\$8.00-\$25.57	\$17.00
Union	\$10.00-\$22.00	\$14.05

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	47%	0%	0%	0%
Dental	53%	0%	33%	0%	7%	0%
Vision	47%	0%	33%	0%	0%	0%
Life	67%	0%	13%	0%	7%	0%
Sick Leave	60%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	40%	0%	33%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K; a few offer profit sharing

EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups

Poultry slaughtering and processing

Canned fruits and vegetables

Frozen fruits and vegetables

WORK HOURS

Full-time	37-60 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	48-60 hr/wk	Few

Almost all employers have a swing shift. Most have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	80%
Employee Referrals	73%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** Mechanical aptitude and manual dexterity are important characteristics for workers in this trade. Good physical conditioning and agility are also necessary because repairers sometimes have to lift heavy objects or climb to reach equipment located high above the floor. High school courses in mechanical drawing, mathematics, blueprint reading, physics, and electronics are especially useful. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** A few employers want word processing, spreadsheet and/or database.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Technical skills, programmable logic controls

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions. Many to supervisor, maintenance lead or maintenance manager. Promotional needs most mentioned were management ability, technical knowledge of the job, people skills and good job performance.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. 27% of the employers are Union or subject to collective bargaining.

MAINTENANCE REPAIRERS – GENERAL UTILITY

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

OES#851320

17 Respondents Representing 82 Employees in Fresno County

EDUCATION required for employment

Less Than High School	59%
High School or Equivalent	41%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	71	24	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	44		56	c
Is Technical/Vocational Training Required?	0	18	82	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 15 months in construction trade or as a utility worker.

c-Average training time required for employment is 21 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 2870, very large

7 year growth to 2002: +440 employees

7 year growth rate: 15.3%, faster than average

EMPLOYER RESPONSES

TURNOVER: 22% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 14%.

Most employers indicated that this occupation would remain stable over the next two years; some believe that it will grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$7.25
Union	\$10.60-\$10.60	\$10.60
New, experienced	\$5.75-\$10.00	\$8.00
Union	\$11.33-\$16.20	\$12.80
3 years with firm	\$7.00-\$13.00	\$10.93
Union	\$13.12-\$17.40	\$15.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	41%	0%	0%	0%
Dental	24%	0%	35%	0%	0%	0%
Vision	24%	0%	41%	0%	0%	0%
Life	18%	0%	35%	6%	0%	0%
Sick Leave	53%	0%	6%	0%	6%	0%
Vacation	71%	0%	0%	0%	0%	0%
Retirement	18%	0%	29%	0%	0%	0%
Child Care	0%	0%	0%	0%	6%	0%

EMPLOYING INDUSTRIES

Elementary & secondary schools

Hotels & motels

Apartment building operators

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	5-28 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers have a swing shift, a few utilize a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	35%
Employee Referrals	76%
Newspaper Advertisements	82%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	6%
Walk-in Applicants	53%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

GENERAL INFORMATION

⌘ **SKILLS:** High school courses in mechanical drawing, electricity, woodworking, blueprint reading, science and mathematics are useful. Mechanical aptitude, ability to use shop math and manual dexterity are important. Good health is necessary because the job involves much walking, standing, reaching and heavy lifting. Difficult jobs require problem-solving ability, and many positions require the ability to work without direct supervision. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions; some do not promote. Many promote to maintenance foreman or maintenance management positions. Promotional needs include job knowledge and technical skills.

⌘ **OTHER RELEVANT INFORMATION:** Male employees make up 100% of this workforce. 29% of the employers are Union or subject to collective bargaining. Alternate job titles include maintenance technicians and mechanics.

NURSE AIDES

Nurse Aides work under the direction of nursing or medial staff to provide auxiliary services in the care of patients. Thy perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

OES#660080

16 Respondents Representing 799 Employees in Fresno County

d-Types of training named by employers include an average of 6 months CNA or medical assistant.

EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	75%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	38	19	44	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	78		22	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 9 months as a CNA, in home health care or in a medical field.

c-Average training time required for employment is 6 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 2230, very large

7 year growth to 2002: +480 employees

7 year growth rate: 21.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 45.3% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 7%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.71	\$6.89
New, experienced	\$5.75-\$8.50	\$6.89
3 years with firm	\$6.25-\$9.25	\$7.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	6%	75%	31%	0%	0%
Dental	19%	6%	69%	31%	0%	0%
Vision	19%	13%	63%	25%	0%	0%
Life	38%	19%	6%	6%	13%	6%
Sick Leave	75%	38%	6%	6%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	19%	13%	38%	19%	6%	0%
Child Care	0%	0%	0%	0%	6%	6%

Some employers offer a 401K plan.

EMPLOYING INDUSTRIES

Skilled nursing care facilities
Nursing & personal care
General medical & surgical hospital

WORK HOURS

Full-time	32-42 hr/wk	Almost all
Part-time	20-32 hr/wk	Most
Temporary	10-20 hr/wk	Some
Seasonal	40 hr/wk	Few

Almost all work a swing shift; most work a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Applicants should be healthy, tactful, patient, understanding, emotionally stable, dependable and have a desire to help people. They should also be able to work as part of a team, have good communication skills and be willing to perform repetitive, routine tasks.

Nursing aide training courses cover body mechanics, nutrition, anatomy and physiology, infection control, communication skills and resident rights. Personal care skills such as how to help patients bathe, eat, and groom are also taught. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned software-charting training.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions: supervisory, LVN, CNA, RN. Promotional needs mentioned include education, work ethic, ambition and nursing skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 84% of this workforce. 19% of the employers are Union or subject to collective bargaining. Alternate job titles include Nurses Assistants and Care Assistants.

PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

OES#929740

15 Respondents Representing 487 Employees in Fresno County

EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	20	47	33	a
If Required or Preferred: Is Experience in other occupations accepted?	78		22	b
If Required or Preferred: Will training substitute for experience?	70		30	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 8 months of manufacturing or assembly line experience.

c-Average training required for employment is 8 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 950, large

7 year growth to 2002: +90 employees

7 year growth rate: 9.5%, slower than average

EMPLOYER RESPONSES

TURNOVER: 25.1% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 15%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.50	\$6.65
Union	\$6.95-\$11.67	\$10.78
New, experienced	\$5.75-\$9.62	\$7.00
Union	\$9.59-\$11.67	\$10.78
3 years with firm	\$5.75-\$11.00	\$8.83
Union	\$11.94-\$16.00	\$13.80

A few employers pay bonuses

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	7%	7%	0%	0%
Dental	53%	0%	7%	0%	0%	0%
Vision	47%	0%	7%	0%	0%	0%
Life	47%	0%	0%	0%	0%	0%
Sick Leave	53%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	47%	7%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 401K plan, a few have a profit sharing plan.

EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups
Sausages & other prepared meats
Bottled and canned soft drinks
Canned fruits and vegetables
Meat packaging plants
Food preparations

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Some
Temporary	20-40 hr/wk	Few
Seasonal	20 hr/wk	Few

Many work swing shifts and graveyard shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Advertisements	53%
Private Employment Agencies	13%
EDD	40%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** Operation Monitoring, operation and control, equipment maintenance, repairing; **GENERAL WORK ACTIVITIES:** Handling and moving objects, controlling machines and processes, repairing and maintaining mechanical equipment. (Source: O*NET Dictionary of Occupational Titles)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None given.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some do not promote. Many promote to supervisory or leadman positions. Promotional needs most named were management and leadership ability, job knowledge, orientation to quality and detail, and be a team player.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. 20% of the employers are Union or subject to collective bargaining.

SECRETARIES, EXCEPT LEGAL AND MEDICAL

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.

OES#551080

16 Respondents Representing 32 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	75%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	56		44	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	63	13	25	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 22 months in clerical, general office or education fields.

c-Average training time required for employment is 12 months.

d-Types of training named by employers include an average of 12 months computer or secretarial training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

All employers reported that prior experience is required for employment. None of the firms surveyed would hire inexperienced workers.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 4370, very large

7 year growth to 2002: 430 employees

7 year growth rate: 9.8%, slower than average

EMPLOYER RESPONSES

TURNOVER: 9.4% annually. Employer hiring to fill openings from turnover accounted for over one-third of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was over 10%.

Most employers indicated that this occupation would remain stable over the next two years, some reported that it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$6.47-\$15.21	\$10.76
3 years with firm	\$7.19-\$19.83	\$12.83

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	38%	0%	38%	0%	0%	0%
Vision	38%	0%	31%	0%	0%	0%
Life	56%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	6%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	31%	0%	44%	0%	6%	0%
Child Care	0%	0%	6%	0%	0%	0%

EMPLOYING INDUSTRIES

Elementary & secondary schools

Real estate agents & managers

Offices & clinics of medical doctors

WORK HOURS

Full-time	35-43 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	81%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	13%
Colleges/Universities	13%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. Discretion, good judgment, organizational ability, and initiative are especially important for higher-level secretarial positions. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, almost all want spreadsheet, and a few want database and/or desktop publishing. Programs mentioned were EXCEL, WORD, WordPerfect, PowerPoint and M/S Office.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Information technology computer skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, some do not promote. Some promote to management or administrative assistant. Computer skill was the most mentioned promotional need.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 100% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Administrative Assistant, Executive Assistant, and Office Assistant.

SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems.

OES#251020

16 Respondents Representing 39 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	25%
Associate (2 year) Degree	31%
Bachelor (4 year) Degree	44%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	88	0	13	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	b
If Required or Preferred: Will training substitute for experience?	29		71	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 36 months.

b-Other occupational experience named by employers is an average of 36 months.

c-Average training time required for employment is 23 months.

d-Types of training named by employers include an average of 22 months in computer technology.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 320, medium

7 year growth to 2002: +170 employees

7 year growth rate: 53.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 17.9% annually. Employer hiring to fill openings from turnover accounted for more than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just over 8%.

Many employers indicated that this occupation would remain stable over the next two years, not as many believe it will grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$15.09-\$15.25	\$15.17
New, experienced	\$10.36-\$21.58	\$17.02
3 years with firm	\$11.51-\$25.45	\$20.91

A few employers pay bonuses

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	50%	0%	38%	0%	0%	0%
Vision	50%	0%	25%	0%	0%	0%
Life	63%	0%	19%	0%	13%	0%
Sick Leave	94%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	38%	0%	56%	0%	6%	0%
Child Care	6%	0%	13%	0%	0%	0%

Some employers offer a 401K plan or savings plan.

EMPLOYING INDUSTRIES

General medical & surgical hospitals
 Local government
 Management services
 Federal government
 Public Administration: executive and legislative combined

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	31%
Employee Referrals	31%
Newspaper Advertisements	75%
Private Employment Agencies	13%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	19%
Internet	63%
Colleges/Universities	13%

GENERAL INFORMATION

≡ **SKILLS:** Employers generally look for people who are familiar with programming languages, have broad knowledge and experience with computer systems and technologies, strong problem-solving and analysis skills, and good interpersonal skills. System analysts must think logically, have good communication skills and deal with a number of tasks simultaneously. The ability to concentrate and pay close attention to detail is important. Computer specialists may work independently or in teams on large projects. They must be able to communicate effectively with computer personnel, such as programmers and managers, as well as with users or other staff who may have no technical computer background. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing, most want spreadsheet, many want database and some want desktop publishing. Programs most mentioned were M/S systems, UNIX, EXCEL, AS400 and Windows.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Internet, networks, and current technology.

≡ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, many don't promote. Many promote to MIS manager or director. Management skills, computer knowledge, and experience were the most mentioned promotional needs.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 31% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job titles include System Specialists and Management Information System Technologists.

TEACHERS – ELEMENTARY SCHOOL

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills.

OES#313050

16 Respondents Representing 2837 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	88%
Graduate Study	6%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	19	38	44	a
If Required or Preferred: Is Experience in other occupations accepted?	22		78	b
If Required or Preferred: Will training substitute for experience?	56		44	c
Is Technical/Vocational Training Required?	19	0	81	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 9 months working with children in child development.

c-Average training time is 55 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 4390, very large

7 year growth to 2002: 690 employees

7 year growth rate: 15.7%, faster than average

EMPLOYER RESPONSES

TURNOVER: 7.9% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 1%.

Many employers indicated that this occupation would grow over the next two years, not as many reported that it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$10.00-\$18.44	\$14.22
Union	\$13.94-\$16.99	\$15.29
New, experienced	\$7.00-\$18.44	\$10.00
Union	\$14.62-\$17.21	\$16.15
3 years with firm	\$7.25-\$18.44	\$12.56
Union	\$15.14-\$20.50	\$17.32

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	6%	50%	13%	0%	0%
Dental	31%	13%	44%	13%	0%	0%
Vision	31%	13%	44%	13%	0%	0%
Life	13%	6%	19%	13%	13%	0%
Sick Leave	44%	19%	25%	13%	6%	6%
Vacation	31%	19%	0%	0%	0%	0%
Retirement	13%	0%	56%	31%	0%	0%
Child Care	0%	0%	0%	6%	0%	0%

EMPLOYING INDUSTRIES

Elementary and secondary schools
 Schools and educational services
 Child day care services

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	5-23 hr/wk	Many
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer afternoon or after school hours

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	31%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	25%
Colleges/Universities	94%

Other: Job fairs

GENERAL INFORMATION

≡ **SKILLS:** In addition to being knowledgeable in their subject, the ability to communicate, inspire trust and confidence, and motivate students, as well as understanding their educational and emotional needs, is essential for teachers. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in high student achievement. They also should be organized, dependable, patient, and creative. Teachers must also be able to work cooperatively and communicate effectively with other teaching staff, support staff, parents, and other members of the community. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** Some employers desire word processing and computer skills.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some to administration or to a resource teacher. The most mentioned promotional needs were appropriate education and credentials, leadership ability, job knowledge and people skills.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 74% of this workforce. 56% of the employers are Union or subject to collective bargaining.

TELEMARKETERS AND TELEPHONE SOLICITORS

Telemarketers and Telephone Solicitors solicit orders for merchandise or services over telephone: Calls prospective customers to explain type of service or merchandise offered. Quotes prices and tries to persuade customer to buy, using prepared sales talk. Records names, addresses, purchases, and reactions of prospect solicited. Refers orders to other workers for filling. Keys data from order card into computer, using keyboard. May develop lists of prospects from city and telephone directories. May type report on sales activities. May contact Driver, Sales Route to arrange delivery of merchandise.

OES#299357014

14 Respondents Representing 309 Employees in Fresno County

EDUCATION required for employment

Less Than High School	21%
High School or Equivalent	64%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	36	36	29	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 7 months in customer service.

c-Average training time named by employers is 10 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: Not Available

7 year growth to 2002: Not Available

7 year growth rate: Not Available

EMPLOYER RESPONSES

TURNOVER: 45.6% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 19%.

Many employers indicated that this occupation would grow over the next two years. Not as many reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$11.51	\$7.00
New, experienced	\$5.75-\$14.38	\$8.74
3 years with firm	\$5.75-\$19.18	\$11.00

Some employers pay a bonus

BENEFITS 93% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	0%	31%	8%	8%	0%
Dental	23%	0%	31%	8%	8%	0%
Vision	23%	0%	23%	8%	8%	0%
Life	23%	0%	8%	8%	8%	0%
Sick Leave	38%	0%	8%	8%	8%	0%
Vacation	54%	8%	0%	0%	0%	0%
Retirement	31%	0%	15%	8%	8%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Radio broadcasting stations

Business services

WORK HOURS

Full-time	30-52 hr/wk	Most
Part-time	20-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Some employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	29%
Employee Referrals	57%
Newspaper Advertisements	64%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	14%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%

Other: Word of mouth and job fairs

GENERAL INFORMATION

⌘ **SKILLS:** Persuasion, service orientation. (Source: O*NET Dictionary of Occupational Titles)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database and a few want desktop publishing.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Internal computer Networks.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions, some do not promote. Many promote to management or supervisory positions; a few promote to ad sales. Promotional needs mentioned include a good work ethic, successful sales-job skills, communication, managerial skills and good writing skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 56% of this workforce. Alternate job title includes sales representative.

TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

OES#971020

15 Respondents Representing 544 Employees in Fresno County

EDUCATION required for employment

Less Than High School	47%
High School or Equivalent	53%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	87	13	0	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	29	0	71	d

a-Average experience required for employment is 18 months.

b-The average amount of occupational training time given by employers was 15 months.

c-Average training time is 7 months.

d-Training time named by employers averages 3 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Insufficient data

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 3410, very large

7 year growth to 2002: +130 employees

7 year growth rate: 3.8%, slower than average

EMPLOYER RESPONSES

TURNOVER: 37.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 16%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	Insufficient Data	Insufficient Data
New, experienced	\$7.00-\$15.34	\$10.00
3 years with firm	\$9.00-\$18.41	\$13.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	0%	0%	0%
Dental	40%	0%	13%	0%	0%	0%
Vision	40%	0%	7%	0%	7%	0%
Life	67%	0%	7%	0%	0%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	80%	7%	0%	0%	0%	0%
Retirement	40%	0%	20%	0%	13%	0%
Child Care	0%	0%	0%	0%	7%	0%

Some employers offer 401K.

EMPLOYING INDUSTRIES

Local trucking, without storage

Trucking, except local

WORK HOURS

Full-time	40-70 hr/wk	Almost all
Part-time	22-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40-50 hr/wk	Few

Some company's dispatch hours will vary with demand

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	53%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

GENERAL INFORMATION

⌘ **SKILLS:** State and Federal regulations govern the qualifications and standards for truckdrivers. Applicants must demonstrate they can operate a commercial truck safely. In California a driver may operate a commercial truck at the age of 18, but he is not allowed to drive on the interstate until the age of 21. Regulations require that drivers must pass a physical examination once every two years. The main physical requirements include good hearing, 20/40 vision with or without glasses or corrective lenses, and a 70-degree field of vision in each eye. Drivers can not be colorblind. Drivers must have normal use of arms and legs and normal blood pressure. Drivers can not use any controlled substances. If he is taking a prescription drug that contains a chemical that is on the prohibited list he still can not drive, even if prescribed. Persons with epilepsy or diabetes controlled by insulin are not permitted to be interstate truckdrivers. Federal regulations also require employers to test their drivers for alcohol and drug use as a condition of employment, and require periodic random tests while on duty. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers mentioned the need for knowledge of the most recent rules of the road.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, many do not promote. Most promote to dispatcher, supervision or management. Promotional needs mentioned include management and people skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 8% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Big Rig or Transport Driver.

TRUCK DRIVERS, LIGHT – INCLUDES DELIVERY AND ROUTE WORKERS

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks.

OES#971050

18 Respondents Representing 160 Employees in Fresno County

EDUCATION required for employment

Less Than High School	44%
High School or Equivalent	56%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	17	17	67	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 12 months in warehousing.

c-Average training time is 12 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 2790, very large

7 year growth to 2002: +250 employees

7 year growth rate: 9%, slower than average

EMPLOYER RESPONSES

TURNOVER: 22.5% annually. Employer hiring to fill openings from turnover accounted for over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just over 5%.

Almost all employers indicated that this occupation would remain stable over the next two years.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$6.00
New, experienced	\$5.75-\$9.21	\$6.75
3 years with firm	\$5.75-\$10.36	\$8.00

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	35%	0%	41%	6%	0%	0%
Dental	18%	0%	41%	0%	6%	0%
Vision	12%	0%	18%	0%	6%	0%
Life	41%	0%	6%	0%	6%	0%
Sick Leave	29%	0%	0%	0%	0%	0%
Vacation	76%	0%	0%	0%	0%	0%
Retirement	18%	6%	12%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers a 401K plan

EMPLOYING INDUSTRIES

Eating places
Florists
Courier services, except by air
General automotive repair shops
Local trucking, without storage
New & used car dealers

WORK HOURS

Full-time	35-58 hr/wk	Most
Part-time	20-25 hr/wk	Some
Temporary	10-40 hr/wk	Few
Seasonal	N/A	None

Some employers work swing shifts

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	89%
Newspaper Advertisements	78%
Private Employment Agencies	11%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	61%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

GENERAL INFORMATION

⌘ **SKILLS:** Applicants must pass a written test on rules and regulations, and then demonstrate they can operate a truck safely. Because drivers often deal directly with company's customers, they must get along well with people. For jobs as driver-sales workers, employers emphasize the ability to speak well, a neat appearance, self-confidence, initiative, and tact. Employers also look for responsible self-motivated individuals able to work with little supervision. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers do promote; some do not promote to higher level positions. Some promote to parts or sales counter positions. A few promote to shift supervisors and leaders or warehouse and shipping clerks. The most mentioned promotional needs include knowledge of the job and knowledge of the product.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 12% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job titles include delivery drivers and parts drivers.

SECTION 4

TERMS AND ABBREVIATIONS USED IN THE 1999 REPORT

TERMS

When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

& And

ABBREVIATIONS

ADA	American Dental Association
CCOIS	California Cooperative Occupational Information System
CHS EC	Central High School, East Campus
CNC	Computer Numerical Controlled
E&TA	Employment and Temporary Assistance
EDD	Employment Development Department
FCC	Fresno City College
FWDB	Fresno Workforce Development Board
hr	hour
Jr.	Junior
JTPA	Job Training Partnership Act
LAN	Local Area Network
LMID	Labor Market Information Division
LOICC	Local Occupational Information Coordinating Committee
N/A	Not Applicable/Not Available
NEC	Not Elsewhere Coded
O*NET	Occupational Network
OES	Occupational Employment Statistics
OOH	Occupational Outlook Handbook
OOR	Occupational Outlook Report
P/R	Public Relations
PIC	Private Industry Council
SDA	Service Delivery Area
Sr.	Senior
URL	Uniform Resource Locator
WAN	Wide Area Network
wk	week
WPM	Words Per Minute

BILLING, COST, AND RATE CLERKS

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines.

OES#553440

15 Respondents Representing 33 Employees in Fresno County

EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	73	13	14	a
If Required or Preferred: Is Experience in other occupations accepted?	54		46	b
If Required or Preferred: Will training substitute for experience?	54		46	c
Is Technical/Vocational Training Required?	20	20	60	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 17 months in office or management.

c-Types of training named by employers includes an average of 8 months in computer training or medical terminology

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 770, large

7 year growth to 2002: +100 employees

7 year growth rate: 13%, average

EMPLOYER RESPONSES

TURNOVER: 21.2% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 10% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.00	\$7.83
New, experienced	\$5.75-\$11.00	\$8.00
3 years with firm	\$7.50-\$15.00	\$9.50

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	57%	100%	36%	0%	0%	0%
Dental	43%	0%	36%	0%	0%	100%
Vision	43%	0%	14%	0%	0%	100%
Life	36%	0%	36%	0%	0%	0%
Sick Leave	64%	100%	14%	0%	0%	0%
Vacation	71%	100%	21%	0%	0%	0%
Retirement	64%	100%	21%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K, training, cash allowance for benefit selection or cafeteria plans as benefits.

EMPLOYING INDUSTRIES

Confectionery	Specialty Hospitals
Help Supply Services	Offices of Health Practitioners, NEC
Employment Agencies	Accounting, Auditing, & Bookkeeping
Trucking, Except Local	General Medical & Surgical Hospital
New & Used Car Dealers	Offices & Clinics of Chiropractor
Offices & Clinics of Dentists	Offices & Clinics of Medical Doctors
Home Health Care Services	Local Passenger Transportation, NEC
Telephone Communications	Freight Transportation Arrangement
Local Trucking, Without Storage	

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	32 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	47%
Newspaper Advertisements	73%
Private Employment Agencies	20%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	7%
Colleges/Universities	53%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Rising worker productivity stemming from the increasing use of computers to manage account information will not keep employment from rising. More complex billing applications will increasingly require workers with greater technical expertise. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** some want spreadsheet and/or word processing. Programs mentioned were WORD, EXCEL, MEDICAL MANAGER and QUICKBOOKS.

≡ **EMERGING TECHNOLOGY AND SKILLS:** people and customer skills, touch ten key, computer skills and ICD9 medical coding system.

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; many to supervision, manager, manager trainee or assistant manager positions. A few promote to analyst or accounting. Promotional needs named include interpersonal skills, computer skills, continuing education and accounting experience.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 94% of this workforce. Alternate job titles include Accounts Receivable, Administrative Assistant, Office Assistant, Accountant, Credit Analyst and Secretary.

CHEMISTS – EXCEPT BIOCHEMISTS

Chemists conduct chemical tests, qualitative and quantitative chemical analyses, or chemical experiments in laboratories for quality or process control or to develop new products or new knowledge.

OES#241050

7 Respondents Representing 41 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	29 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	71%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	86	0	14	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	43	29	29	

a-Average experience required for employment is 24 months.

b-Other occupational experience named by employers includes food processing testing.

c-Average training time named by employers is 18 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very Difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 80, small

7 year growth to 2002: +10 employees

7 year growth rate: 12.5%, average

EMPLOYER RESPONSES

TURNOVER: 7.3% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of over 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$14.00-\$14.00	\$14.00
New, experienced	\$7.50-\$20.00	\$12.66
3 years with firm	\$11.00-\$23.97	\$19.18

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	43%	0%	0%	0%	0%	0%
Life	57%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	43%	0%	0%	0%	0%	0%
Child Care	29%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Canned Fruits and Vegetables
 Biological Products
 Disinfecting & Pest Control Service
 Testing Laboratories
 State Government

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

Over 70% of responding firms in this occupation also work a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	14%
Newspaper Advertisements	86%
Private Employment Agencies	0%
EDD	14%
School Program Referrals	29%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	14%
Internet	29%
Colleges/Universities	86%

GENERAL INFORMATION

≡ **SKILLS:** Chemists should enjoy studying science and mathematics, and should like working with their hands building scientific apparatus and performing experiments. Perseverance, curiosity, and the ability to concentrate on detail and to work independently are essential. Research and development chemists are increasingly expected to work on interdisciplinary teams, some understating of other disciplines, including business and marketing or economics, is desirable, along with leadership ability and good oral and written communication skills. (Source: OOH)

≡ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** most firms want spreadsheet and database, a few want word processing. Programs mentioned were Microsoft and EXCEL.

≡ **EMERGING TECHNOLOGY AND SKILLS:** quantitative analyses, quality analysis, gas chromatograph and microbiology.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions: most to supervision, some promote to management positions. Promotional needs mentioned include people skills, time & experience and continued education.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 34% of this workforce. Union employees make up 12% of this workforce. Alternate job titles include Lab Technicians, Food Technologists, Quality Control and Production Managers.

COMPUTER GRAPHICS SPECIALISTS

Computer Graphics Specialists create computer graphic designs and artwork to illustrate subject consumption of materials, products, or services, and to influence others in their opinions of individuals, organizations, products or services. Graphics and artwork are created with computer modeling and graphics software. They may edit, add color, texture and motion to graphics with a computer.

Non-OES #030064997

12 Respondents Representing 31 Employees in Fresno County

EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	25%
Associate (2 year) Degree	17%
Bachelor (4 year) Degree	50%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	67	33	0	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	33	8	58	

a-Average experience required for employment is 23 months.

b-Other occupational experience named by employers includes an average of 24 months in the media market.

c-Average training time required for employment is 24 months. However, actual training time varies significantly with different employers—from 4 to 60 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 6.5% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 16% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$14.00	\$14.00
New, experienced	\$6.50-\$18.00	\$12.71
3 years with firm	\$9.86-\$28.77	\$19.89

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	58%	0%	0%	0%	8%	0%
Dental	42%	0%	0%	0%	8%	0%
Vision	42%	0%	0%	0%	8%	0%
Life	58%	0%	0%	0%	8%	0%
Sick Leave	83%	8%	0%	0%	8%	0%
Vacation	83%	0%	0%	0%	8%	0%
Retirement	58%	0%	0%	0%	8%	0%
Child Care	8%	0%	0%	0%	8%	8%

Some employers offer a cafeteria plan. A few offer profit sharing.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	35-45 hr/wk	Almost all
Part-time	20-23 hr/wk	Some
Temporary	40 hr/wk	Few
Seasonal	20 hr/wk	Few

A few employers hire a swing shift in this occupation.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	8%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	25%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	33%
Internet	58%
Colleges/Universities	42%

Other: word of mouth and internal postings

GENERAL INFORMATION

≡ **SKILLS:** almost all employers want word processing, spreadsheet, and database skills. Most employers want desktop publishing. The most frequent software programs and applications mentioned were PAGE MAKER, COREL, MS SUITE, FRONT PAGE and ADOBE.

≡ **EMERGING TECHNOLOGY AND SKILLS:** computer graphic marketing is changing. Updated skills are needed to be creative and writing to the modern consumer market.

≡ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher level positions. Many promote to management or supervision positions. Some promote to marketing, have lateral transfers or promote from Jr. to Sr. positions. A few employers do not promote. Promotional skills needed include personal relations people skills; planning, production, organizational skills and computer skills. Other personal qualities mentioned for promotion in this occupation were problem solving, creativity and innovation.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 48% of this workforce. Alternate job titles include Electronic or Graphic Artists, Computer Animators or Creative Directors.

COMPUTER NETWORK TECHNICIANS

Computer Network Technicians install and maintain personal computers and connect them to local and /or wide area networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with Network Managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage.

Non-OES#033162996

17 Respondents Representing 34 Employees in Fresno County

EDUCATION required for employment

Less Than High School	18%
High School or Equivalent	35%
Associate (2 year) Degree	18%
Bachelor (4 year) Degree	29%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	88	12	0	a
If Required or Preferred: Is Experience in other occupations accepted?	44		56	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	47	29	24	

a-Average experience required for employment is 32 months.

b-Other occupational experience named by employers includes an average of 66 months in computer related jobs.

c-Training time named by employers includes an average of 48 months. However, actual training time varies significantly with different employers—from 1 to 8 years. Types of training named by local employers were computer applications, advanced degrees and certifications.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for inexperienced applicants.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 6.5% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 24% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$9.00-\$9.00	\$9.00
New, experienced	\$9.21-\$22.53	\$13.18
3 years with firm	\$10.00-\$28.00	\$19.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	6%	0%	0%	0%
Dental	59%	0%	6%	0%	0%	0%
Vision	53%	0%	6%	0%	0%	0%
Life	71%	0%	6%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	82%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	37-43 hr/wk	All
Part-time	15 hr/wk	Few
Temporary	20 hr/wk	Few
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	18%
Employee Referrals	29%
Newspaper Advertisements	71%
Private Employment Agencies	6%
EDD	18%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	6%
Trade Journals	12%
Internet	35%
Colleges/Universities	35%

Other: Word of Mouth and job hot lines

GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want spreadsheet, database and word processing software skills. Most employers want desktop publishing. The most frequent software programs and applications mentioned were UNIX, Win NT, T-1 SERVER and AS400.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given in survey

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; a few promote to director, assistant director or information systems manager. Also mentioned were programmer, analyst and in-grade promotions with higher wages. Employers most frequently identified experience as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 15% of this workforce. 12% of the employers are union or subject to collective bargaining. Alternate job titles include network administrators or assistants, information systems assistants or supervisors, coordinators, computer systems specialists and system support specialist.

COOKS – SHORT ORDER

Sort Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables.

OES#650350

15 Respondents Representing 171 Employees in Fresno County

EDUCATION required for employment

Less Than High School	93%
High School or Equivalent	7%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→				
Is Prior Experience Required in this Occupation?	33	40	27	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	55		45	c
Is Technical/Vocational Training Required?	0	7	93	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes restaurants and food services.

c-No surveyed Fresno County employers required previous training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 350, small

7 year growth to 2002: +70 employees

7 year growth rate: 20%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 23.4% annually. Employer hiring to fill openings from turnover accounted for over three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a growth rate of just over 6% annually. Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.38
New, experienced	\$6.00-\$8.00	\$7.00
3 years with firm	\$8.00-\$10.25	\$9.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	47%	0%	0%	0%
Dental	40%	0%	40%	0%	0%	0%
Vision	7%	0%	27%	0%	7%	0%
Life	47%	0%	13%	0%	0%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	73%	7%	13%	0%	0%	0%
Retirement	47%	7%	13%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer meals at ½ price, some offer free meals.

EMPLOYING INDUSTRIES

Grocery Stores

Eating Places

WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	20-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

All employers have a swing shift, many have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	33%
Newspaper Advertisements	73%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	53%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** bake, broil, prepare food and care for kitchen equipment. Also, menu planning, determination of portion size, food cost control, purchasing food supplies in quantity, selection & storage of food, and use of leftover food to minimize waste. Know hotel and restaurant sanitation and public health rules for handling food. Important qualifications include the ability to work as a part of a team possessing a keen sense of taste and smell, and personal cleanliness. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** none given.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to higher level positions, most to management positions. A few promote to lead cooks or dine cooks. Employers most frequently identified ambition, time, knowledge, and ability to handle high volume as what was needed for promotion.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 19% of this workforce. Alternate job titles include line cooks and prep cooks.

DIETETIC TECHNICIANS

Dietetic Technicians under direct Supervision of Dietitians, or following established nutritional guidelines, advise on food or nutrition.

OES#325230

13 Respondents Representing 37 Employees in Fresno County

EDUCATION required for employment

Less Than High School	38%
High School or Equivalent	31%
Associate (2 year) Degree	23%
Bachelor (4 year) Degree	8%
Graduate Study	0%

There is no state definition for a "nutritionist"; many employers call them Dietetic Techs., and that is reflected in this survey. But a registered DT must have at least an associate degree.

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	92	8	0	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	69	23	8	

a-Average experience required for employment is 21 months.

b-Other occupational experience named by employers includes institutional cook and food service.

c-Training time named by employers is an average of 21 months. A few employers will accept 12 months. Most employers report that some form of ADA certification or registration is required.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified inexperienced applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 21.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 9% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$11.00-\$11.00	\$11.00
New, experienced	\$7.25-\$13.00	\$11.51
3 years with firm	\$8.65-\$17.00	\$14.38

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	0%	0%	0%	0%	0%
Dental	100%	0%	0%	0%	0%	0%
Vision	69%	0%	0%	0%	0%	0%
Life	85%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	77%	0%	8%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 FLEX plan.

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	32 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	50%
Newspaper Advertisements	83%
Private Employment Agencies	8%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	8%
Walk-in Applicants	8%
Trade Journals	8%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Guides individuals and families in food selection, preparation, and menu planning, based upon nutritional needs. Plans menus based on established guidelines. Obtains and evaluates dietary histories of individuals to plan nutritional programs. Selects, schedules, and conducts orientation and in-service education programs. Standardizes recipes and tests new products for use in facility. Supervises food production and service. Assists in referrals for continuity of patient care. Assists in implementing established cost control procedures. Develops job specifications, job descriptions, and work schedules. (Source: O*NET)

≡ **EMERGING TECHNOLOGY AND SKILLS:** some employers desire basic computer knowledge. Software programs mentioned were word processing, spreadsheet and database.

≡ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions, some to Dietitian. Employers most frequently identified experience and skill as needs for promotion.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 81% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job titles include Dietary Supervisor, Dietary or Food Services Supervisor, and Dietary Aide.

EXCAVATING AND LOADING MACHINE OPERATORS

Excavating and Loading Machine Operators operate or tend machinery, except dredges or draglines, equipped with scoops, shovels, or buckets to excavate and load loose materials.

OES#979230

16 Respondents Representing 141 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	21	14	64	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 12 months in related trades.

c-Many employers hire only Union workers.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding experienced qualified applicants at times and applicants may find little competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 150, small

7 year growth to 2002: +20 employees

7 year growth rate: 13.3%, average

EMPLOYER RESPONSES

TURNOVER: 3.5% annually. Employer hiring to fill openings from turnover accounted for just over one-tenth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of under 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.00-\$10.00 \$11.58-\$26.43	\$8.00 \$18.67
New, experienced Union	\$8.25-\$16.00 \$12.92-\$27.62	\$12.50 \$21.82
3 years with firm Union	\$12.00-\$25.00 \$14.26-\$28.81	\$16.25 \$26.91

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	86%	0%	0%	0%	0%	0%
Dental	50%	0%	0%	0%	0%	0%
Vision	43%	0%	7%	0%	0%	0%
Life	50%	0%	0%	0%	7%	0%
Sick Leave	50%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	64%	0%	0%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Ornamental shrub and tree services
 Single-family housing construction
 Highway and street construction
 Water, sewer, and utility lines
 Heavy construction
 Excavation work

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	50%
Newspaper Advertisements	50%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	44%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

≡ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions. Some promote to foreman, leadman or supervisor.

≡ **OTHER RELEVANT INFORMATION:** No female employees were reported in this workforce. 53% of employers are union employers or subject to collective bargaining. Alternate job titles include Equipment Operators, Operating Engineers and Bobcat Operators.

FIREFIGHTERS

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government.

OES#630080

8 Respondents Representing 617 Employees in Fresno County

Note: Volunteer Firefighters are not included in this report. Volunteers work throughout the county to meet the needs of their community. Volunteers may be considered on-call except they receive little or nothing in pay and benefits. The only reportable point of agreement among volunteer firefighters is that they receive a uniform or are given a uniform allowance.

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	38	13	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	25		75	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 16 months.

c-Average training time named by employers is 11 months. All employers stated that a firefighter certificate or firefighting academy training is required for employment.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced qualified applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 400, medium
7 year growth to 2002: +60 employees
7 year growth rate: 15%, faster than average

EMPLOYER RESPONSES

TURNOVER: 3.6% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.39-\$13.62	\$9.26
New, experienced	\$6.39-\$15.14	\$10.60
3 years with firm	\$7.35-\$18.10	\$11.55

All employers surveyed pay union wages or are subject to collective bargaining.

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	13%	0%	0%	0%
Dental	75%	0%	25%	0%	0%	0%
Vision	75%	0%	25%	0%	0%	0%
Life	88%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	13%	0%	0%	0%
Vacation	38%	0%	13%	0%	0%	0%
Retirement	0%	0%	50%	0%	0%	0%
Child Care	0%	0%	13%	0%	0%	0%

Almost all employers offer pay or allowance for uniforms as a benefit.

EMPLOYING INDUSTRIES

State government

Local government

WORK HOURS

Full-time	56-72 hr/wk	All
Part-time	N/A	None
Temporary	8 hr/wk	Few
Seasonal	72 hr/wk	Few

Firefighters work a wide variety of hours and shifts, day, swing, graveyard and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	0%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	75%
Internet	13%
Colleges/Universities	0%

Other: Job Fairs

GENERAL INFORMATION

≡ **SKILLS:** Among the personal qualities firefighters need are mental alertness, self-discipline, courage, mechanical aptitude, endurance, strength, and a sense of public service. Initiative and good judgment are extremely important because firefighters independently make quick decision in emergencies. Because members of a crew live and work closely together under conditions of stress and danger for extended periods, they should be dependable and able to get along well with others in a group. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** All employers promote to higher level positions, most to Engineer. A few promote to firefighter specialist, paramedic or EMT. Promotions require further education or training and testing. The gaining of various licenses and certifications was also mentioned for promotional opportunities.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. All employers are union or subject to collective bargaining. Alternate job titles include engineers, paramedics and firefighter specialists.

HOSTS, HOSTESSES – RESTAURANT, LOUNGE OR COFFEE SHOP

Hosts and Hostesses-Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

OES#650020

16 Respondents Representing 162 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	6	25	69	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	20		80	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes customer service.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 410, Medium

7 year growth to 2002: +90 employees

7 year growth rate: 22%, Much faster than average

EMPLOYER RESPONSES

TURNOVER: 72.8% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 5% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.00	\$5.75
New, experienced	\$5.75-\$7.00	\$5.85
3 years with firm	\$5.75-\$9.00	\$6.35

BENEFITS 69% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	19%	0%	0%
Dental	33%	0%	33%	19%	33%	0%
Vision	33%	0%	33%	13%	0%	0%
Life	33%	0%	0%	6%	0%	6%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	100%	6%	0%	13%	0%	0%
Retirement	33%	0%	0%	0%	33%	6%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer meals and a few offer a 401K retirement plan.

EMPLOYING INDUSTRIES

Eating places

WORK HOURS

Full-time	40 hr/wk	Few
Part-time	14-35 hr/wk	All
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers have a swing shift. A few employers reported weekend work.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

GENERAL INFORMATION

≡ **SKILLS:** Evoke a good impression of the restaurant, by warmly welcoming guests. Work in close contact with the public. Should be well spoken and have a neat, clean appearance. Enjoy dealing with all kinds of people and possess a pleasant disposition. (Source: adapted from OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, many to server. A few promote to waiter/waitress staff, crew leader, bartender, and desk or lead host. Promotional skills needed include customer skills, knowledge of floor arrangement and job performance.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 81% of this workforce. Alternate job title includes greeter.

INDUSTRIAL TRUCK AND TRACTOR OPERATORS

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site.

OES#979470

19 Respondents Representing 273 Employees in Fresno County

EDUCATION required for employment

Less Than High School	58%
High School or Equivalent	42%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	47	37	16	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	69		31	c
Is Technical/Vocational Training Required?	12	41	47	

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 12 months material handling and moving equipment experience—lift truck, forklift and warehouse.

c-Training time named by employers is an average of 8 months. A few employers require lift truck or forklift certification.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 990, large

7 year growth to 2002: +80 employees

7 year growth rate: 8.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 16.1% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 4% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$5.75
Union	\$6.25-\$12.86	\$7.38
New, experienced	\$5.75-\$11.35	\$7.00
Union	\$6.25-\$12.86	\$10.52
3 years with firm	\$6.00-\$14.25	\$8.50
Union	\$10.00-\$14.79	\$11.90

BENEFITS 84% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	76%	0%	6%	0%	0%	0%
Dental	71%	0%	6%	0%	0%	7%
Vision	59%	0%	0%	0%	0%	7%
Life	76%	0%	6%	0%	0%	0%
Sick Leave	71%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	71%	0%	6%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers offer a 125 plan and a few employers offer 401K.

EMPLOYING INDUSTRIES

Farm supplies	Farm product warehousing and storage
Local government	Refrigerated warehousing and storage
Department stores	Groceries and related products, NEC
Meatpacking plants	Lumber and other building materials
Trucking, except local	Poultry slaughtering and processing
Wood pallets and skids	Dehydrated fruits, vegetables, soup
Motor vehicle parts, used	General warehousing and storage
Scrap and waste Materials	Local trucking, without storage
Fresh fruits and vegetables	Bottled and canned soft drinks
Frozen fruits and vegetables	Lumber plywood and millwork
Automatic vending machines	Canned fruits and vegetables

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Many employers have a swing shift, some have a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	26%
Employee Referrals	68%
Newspaper Advertisements	53%
Private Employment Agencies	26%
EDD	47%
School Program Referrals	0%
Union Hall Referrals	16%
Walk-in Applicants	26%
Trade Journals	0%
Internet	0%
Colleges/Universities	11%

GENERAL INFORMATION

⌘ **SKILLS:** Operators need a good sense of balance, the ability to judge distance, good eye-hand-foot coordination, and mechanical aptitude. Operators control equipment by moving levers or foot pedals, operating switches, or turning dials. They may also set up and inspect equipment, make adjustments, and perform minor repairs. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Bar code scanning.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; some to supervisor, crew chief or lead person. A few promote to truck driver. Promotional skills needed include people and customer skills and service. Word processing and spreadsheet computer skills were also mentioned.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 6% of this workforce. 32% of the employers are union or subject to collective bargaining. Alternate job titles include Forklift Drivers and Operators, Warehouse Persons and Truck Drivers.

LAW CLERKS

Law Clerks research legal data for briefs or arguments based on statutory law or decisions. They search for and study legal records and documents to obtain data applicable to cases under consideration; prepare rough drafts of briefs or arguments; file pleadings for the law firm with court clerks; serve copies of pleading to opposing counsel; prepare affidavits of documents; and keep document files and correspondence of cases.

OES#283020

14 Respondents Representing 24 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	100%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	43	7	50	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	100	0	0	

a-Average experience required for employment is 12 months.

c-Types of training named by employers includes an average of 20 months in law school.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 70, small

7 year growth to 2002: +10 employees

7 year growth rate: 14.3%, faster than average

EMPLOYER RESPONSES

TURNOVER: 12.5% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 14% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$22.50	\$11.75
New, experienced	\$5.75-\$22.50	\$14.98
3 years with firm	\$10.00-\$25.00	\$17.62

BENEFITS 57% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	78%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	0%	0%
Vision	44%	0%	0%	0%	0%	0%
Life	56%	0%	0%	0%	0%	0%
Sick Leave	78%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	78%	0%	0%	0%	0%	0%
Child Care	11%	0%	0%	0%	0%	0%

EMPLOYING INDUSTRIES

Legal Services

Federal Government

Local Government

WORK HOURS

Full-time	40 hr/wk	Most
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	40-48 hr/wk	Some

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Advertisements	0%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	79%
Union Hall Referrals	0%
Walk-in Applicants	36%
Trade Journals	7%
Internet	0%
Colleges/Universities	93%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** almost all employers want word processing skills, many want database and a few want spreadsheet. All employers mentioned either NEXIS/LEXIS or WESTLAW. Law Clerks should learn negotiation skills.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** all employers promote to attorney or practitioner. All respondents agree that promotion is dependent upon passage of the bar exam.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 38% of this workforce. Alternate job titles include student or legal assistants.

LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS

Library Assistants and Bookmobile Drivers compile records; sort and shelve books; issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace materials in shelving areas (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals, and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assist with providing services in mobile library.

OES#539020

16 Respondents Representing 393 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	69%
Associate (2 year) Degree	19%
Bachelor (4 year) Degree	13%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→				
Is Prior Experience Required in this Occupation?	44	38	19	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	85		15	c
Is Technical/Vocational Training Required?	6	25	69	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 20 months in clerical/general office and teaching.

c-Average training time required for employment is 24 months.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 120, small

7 year growth to 2002: +10 employees

7 year growth rate: 8.3%, slower than average

EMPLOYER RESPONSES

TURNOVER: 8.4% annually. Employer hiring to fill openings from turnover accounted for less than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of over 42% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$10.07	\$8.32
Union	\$7.50-\$14.25	\$8.77
New, experienced	\$7.00-\$14.42	\$10.58
Union	\$7.18-\$10.97	\$9.28
3 years with firm	\$8.00-\$16.15	\$11.20
Union	\$8.74-\$12.16	\$10.34

BENEFITS 87% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	77%	14%	23%	14%	0%	0%
Dental	69%	29%	15%	14%	0%	0%
Vision	77%	29%	15%	14%	0%	0%
Life	62%	14%	15%	14%	0%	0%
Sick Leave	77%	29%	15%	14%	0%	0%
Vacation	62%	29%	15%	0%	0%	0%
Retirement	54%	0%	38%	29%	0%	0%
Child Care	0%	0%	0%	0%	8%	14%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

Elementary and secondary schools
 Junior colleges
 Management services
 Local government

WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	20-40 hr/wk	Few
Seasonal	N/A	None

A few employers work evenings.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	44%
Colleges/Universities	6%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** Answer patrons' questions, receive and check out books, collect fines, maintain the book collection, shelve materials, operate audiovisual equipment to show slides or films; participate and assist in planning programs, used book sales, or outreach programs.

≡ **EMERGING TECHNOLOGY AND SKILLS:** Many employers want word processing or database skills, some want spreadsheet and a few want desktop publishing.

≡ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions; some to technician or technician aid, a few to head librarian or supervisor. Employers most often mentioned experience as most important for promotion.

≡ **OTHER RELEVANT INFORMATION:** Female employees make up 87% of this workforce. 63% of the employers are union or subject to collective bargaining. Alternate job titles include Library Clerk, Library Technician and Resource Assistant.

LODGING MANAGERS

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization of department that provides lodging such as hotels, motels, or tourist courts.

OES#150262

16 Respondents Representing 20 Employees in Fresno County

EDUCATION required for employment

Less Than High School	56%
High School or Equivalent	19 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	19%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	63	13	25	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	33		67	
Is Technical/Vocational Training Required?	0	13	88	

a-Average experience required for employment is 41 months.

b-Other occupational experience named by employers includes an average of 36 months in customer service.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 15% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 5% annually. Most employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$14.38	\$9.28
New, experienced	\$7.00-\$16.30	\$11.85
3 years with firm	\$8.65-\$26.37	\$14.48

BENEFITS 88% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	56%	0%	19%	0%	6%	0%
Dental	50%	0%	6%	0%	6%	0%
Vision	31%	0%	6%	0%	6%	0%
Life	50%	0%	13%	0%	6%	0%
Sick Leave	56%	0%	6%	0%	6%	0%
Vacation	81%	0%	0%	0%	6%	0%
Retirement	19%	0%	6%	0%	6%	0%
Child Care	6%	0%	13%	0%	6%	0%

EMPLOYING INDUSTRIES

N/A

WORK HOURS

Full-time	40-55 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Most employers have employees on-call, a few work weekend shifts.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	44%
Newspaper Advertisements	69%
Private Employment Agencies	19%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	6%
Internet	6%
Colleges/Universities	13%

GENERAL INFORMATION

⌘ **SKILLS:** Hotel management programs include instruction in hotel administration, accounting, economics marketing, housekeeping, food service management and catering, and hotel maintenance engineering. Computer training is an integral part of hotel management training due to the widespread use of computers in reservations, billing, and housekeeping management.

Hotel managers must be able to get along with all kinds of people. Even in stressful situations. They must be able to solve problems and concentrate on details. Initiative, self-discipline, the ability to organize and direct the work of others, and effective communication skills are essential. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** various computer software and workplace violence awareness.

⌘ **PROMOTIONAL OPPORTUNITIES:** most employers promote to higher level positions; general managers, regional managers or area managers. Promotional skills needed include human resource and personnel skills, and people management skills.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 45% of this workforce. Alternate job titles include general manager and general manager assistant.

MAIDS AND HOUSEKEEPING CLEANERS

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

OES#670020

16 Respondents Representing 152 Employees in Fresno County

EDUCATION required for employment

Less Than High School	94%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	13	25	63	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	0		100	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 6 months.

b-Other occupational experience named by employers includes an average of 9 months in housecleaning or personal cleaning services.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Not difficult

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 1430, large

7 year growth to 2002: +180 employees

7 year growth rate: 12.6%, average

EMPLOYER RESPONSES

TURNOVER: 34.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 2% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.26	\$5.75
New, experienced	\$5.75-\$6.26	\$5.75
3 years with firm	\$5.75-\$7.00	\$6.50

BENEFITS 63% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	23%	11%	46%	11%	0%	0%
Dental	15%	11%	31%	11%	0%	0%
Vision	23%	11%	23%	11%	0%	0%
Life	31%	11%	0%	0%	15%	11%
Sick Leave	54%	33%	8%	0%	0%	0%
Vacation	77%	33%	0%	0%	0%	0%
Retirement	0%	0%	23%	11%	6%	11%
Child Care	0%	0%	8%	11%	0%	0%

EMPLOYING INDUSTRIES

Apartment building operators
Hotels and Motels
Building maintenance services
Skilled nursing care facilities
General medical & surgical hospital
Specialty hospitals
Residential care

WORK HOURS

Full-time	32-40 hr/wk	Almost all
Part-time	20-35 hr/wk	Many
Temporary	15-35 hr/wk	Few
Seasonal	N/A	None

Some employers have weekend work; a few have swing and graveyard work schedules.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	69%
Newspaper Advertisements	63%
Private Employment Agencies	0%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

≡ **SKILLS:** learn how to clean buildings thoroughly and efficiently, how to select and safely use various cleaning agents, and how to operate and maintain machines, such as wet and dry vacuums, buffers, and polishers. Students learn to plan their work, to follow safety and health regulations, to interact positively with people in the buildings they clean, and to work without supervision.

Employers usually look for dependable, hard-working individuals who are in good health, follow directions well and get along with other people. (Source: OOH)

≡ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

≡ **PROMOTIONAL OPPORTUNITIES:** many employers promote to higher level positions; almost as many do not promote. A few promote to housekeeping manager or head housekeeper, supervisor or assistant supervisor, or room inspector. Promotional needs named include supervisory or management skills, consistent work and ability to learn.

≡ **OTHER RELEVANT INFORMATION:** female employees make up 97% of this workforce. 7% of the employers are union or subject to collective bargaining. Alternate job titles include housekeepers and room attendants.

MEDICAL AND CLINICAL LABORATORY ASSISTANTS

Medical and Clinical Laboratory assistants perform routine tasks in a medical laboratory. They may set up and operate automated equipment which does not require interpretation or judgment to read the results. They may label, centrifuge, and transfer specimens, transcribe results, and prepare culture media and reagents. They may also perform venipuncture if certified to do so. They work under the supervision of a Medical Laboratory Technologist.

OES#329050

12 Respondents Representing 41 Employees in Fresno County

EDUCATION required for employment

Less Than High School	8%
High School or Equivalent	67%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	50	0	50	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	36	27	36	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months as a phlebotomist.

c-Types of training named by employers includes an average of 6 months as medical assistant, lab assistant or phlebotomist.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 170, small

7 year growth to 2002: +20 employees

7 year growth rate: 11.8%, average

EMPLOYER RESPONSES

TURNOVER: 36.6% annually. Employer hiring to fill openings from turnover accounted for over nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.64	\$7.13
New, experienced	\$7.00-\$10.00	\$7.82
3 years with firm	\$8.00-\$12.00	\$9.50

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	67%	50%	0%	0%
Dental	33%	0%	42%	0%	8%	50%
Vision	17%	0%	42%	0%	8%	0%
Life	42%	0%	33%	0%	17%	0%
Sick Leave	92%	50%	8%	0%	0%	0%
Vacation	92%	50%	8%	0%	0%	0%
Retirement	17%	0%	50%	0%	0%	0%
Child Care	8%	0%	0%	0%	0%	0%

Some employers offer a 401K or 457 plan.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
 General medical & surgical hospitals
 Medical laboratories
 Health and allied services
 Management services
 Federal government

WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-32 hr/wk	Few
Temporary	15-30 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or have employees on-call.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	58%
Newspaper Advertisements	83%
Private Employment Agencies	17%
EDD	8%
School Program Referrals	25%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	17%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Duties vary and may include; taking medical histories, recording vital signs, explaining treatment procedures to patients, preparing patients for examination and assisting the physician during the examination. Assistants may also collect and prepare laboratory specimens, perform basic laboratory tests, dispose of contaminated supplies, sterilize medical instruments, instruct patients about medication and special diets, prepare and administer medications, authorize drug refills as directed, telephone prescriptions to a pharmacy, draw blood, prepare patients for x-rays, take electrocardiograms, remove sutures and change dressings. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** New medical skills include good social and people skills, knowledge of Medicare, diagnosis and MEDICAL MANAGER software.

⌘ **PROMOTIONAL OPPORTUNITIES:** many employers promote; an equal amount does not promote. Some promote to lab assistant 2 or lab supervisor; a few promote to phlebotomist. Promotional skills mentioned include customer service, continuing education and training.

⌘ **OTHER RELEVANT INFORMATION:** female employees make up 73% of this workforce. 8% of the employers are union or subject to collective bargaining. Alternate job title includes laboratory technician.

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

Medical and Clinical Laboratory Technologist perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordination activities of workers engaged in laboratory testing.

OES#329020

12 Respondents Representing 34 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	8%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	92%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	50	17	33	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	13		88	c
Is Technical/Vocational Training Required?	55	0	45	

a-Average experience required for employment is 39 months.

c-Average training time required for employment is 24 months.

Types of training named by employers were technologist certification and state license.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 350, small

7 year growth to 2002: +40 employees

7 year growth rate: 11.4%, average

EMPLOYER RESPONSES

TURNOVER: 14.7% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 6% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.50-\$18.99	\$17.00
New, experienced	\$14.00-\$25.00	\$17.95
3 years with firm	\$18.00-\$25.00	\$20.00

BENEFITS 92% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	25%	0%	0%
Dental	20%	0%	40%	0%	10%	0%
Vision	20%	0%	40%	0%	0%	0%
Life	60%	0%	20%	0%	0%	0%
Sick Leave	90%	25%	10%	0%	0%	0%
Vacation	90%	25%	10%	25%	0%	0%
Retirement	0%	0%	70%	25%	10%	0%
Child Care	10%	0%	10%	0%	0%	0%

Some employers offer 401K or 457 plans, a few offer profit sharing or share of cost for prescriptions.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
 General medical & surgical hospitals
 Specialty hospitals
 Medical Laboratories
 Specialty outpatient clinics
 Federal government

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	4-30 hr/wk	Some
Temporary	15 hr/wk	Few
Seasonal	N/A	None

Some employers have a swing shift or have employees on call. A few employers work weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	8%
Employee Referrals	58%
Newspaper Advertisements	75%
Private Employment Agencies	8%
EDD	17%
School Program Referrals	17%
Union Hall Referrals	0%
Walk-in Applicants	8%
Trade Journals	0%
Internet	8%
Colleges/Universities	17%

Other: Word of mouth and job postings

GENERAL INFORMATION

⌘ **SKILLS:** Personnel need analytical judgment and the ability to work under pressure. Close attention to detail is essential because small differences or changes in test substances or numerical readouts can be crucial for patient care. Manual dexterity and normal color vision are highly desirable. With the widespread use of automated laboratory equipment, computer skills are important. In addition technologists in particular are expected to be good at problem solving. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A general knowledge of computers is desirable, as well as knowledge of MEDICAL MANAGEMENT and other proprietary software.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher level positions. Some do promote. A few promote to supervisor. Promotional need most mentioned was continued education.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 71% of this workforce. 17% of the employers are union or subject to collective bargaining. Alternate job titles include clinical lab assistant and clinical lab scientist.

MEDICAL ASSISTANTS

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

OES#660050

21 Respondents Representing 226 Employees in Fresno County

EDUCATION required for employment

Less Than High School	5%
High School or Equivalent	90 %
Associate (2 year) Degree	5%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	52	19	29	a
If Required or Preferred: Is Experience in other occupations accepted?	30		70	
If Required or Preferred: Will training substitute for experience?	53		47	c
Is Technical/Vocational Training Required?	67	5	29	

a-Average experience required for employment is 16 months.

c-Types of training named by employers includes an average of 17 months as a certified medical assistant.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find little competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 820, large

7 year growth to 2002: +280 employees

7 year growth rate: 34.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 14.6% annually. Employer hiring to fill openings from turnover accounted for over two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 6% annually.

Many employers indicated that this occupation would grow over the next two years; not as many believe that it will remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.00-\$8.00	\$7.25
New, experienced	\$6.50-\$9.50	\$7.50
3 years with firm	\$7.50-\$12.00	\$9.75

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	20%	33%	0%	0%	0%
Dental	38%	20%	29%	0%	5%	0%
Vision	43%	20%	24%	0%	10%	0%
Life	52%	20%	19%	0%	10%	0%
Sick Leave	90%	20%	10%	0%	0%	0%
Vacation	90%	20%	10%	0%	0%	0%
Retirement	24%	0%	52%	20%	5%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

EMPLOYING INDUSTRIES

Offices and clinics of medical doctors

General medical & surgical hospitals

WORK HOURS

Full-time	30-40 hr/wk	All
Part-time	24-32 hr/wk	Some
Temporary	8 hr/wk	Few
Seasonal	N/A	None

A few employers have a swing shift or weekend work.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	5%
Employee Referrals	38%
Newspaper Advertisements	76%
Private Employment Agencies	33%
EDD	5%
School Program Referrals	57%
Union Hall Referrals	0%
Walk-in Applicants	10%
Trade Journals	0%
Internet	0%
Colleges/Universities	29%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Medical assistants perform many administrative duties. They answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admission and laboratory services, and handle billing and bookkeeping. Because they deal with the public, they must be neat and well groomed and have a courteous, pleasant manner. Medical assistants must be able to put patients at ease and explain physicians' instructions. They must respect the confidential nature of medical information. Clinical duties require a reasonable level of manual dexterity and visual acuity. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers foresee increased computer usage and the need for computer skills. New lab procedures are emerging. The computer program most mentioned was MEDICAL MANAGER.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers do not promote to higher level positions; almost as many do promote. Some promote to supervisor. Promotional needs include leadership and management skills, customer service and people skills, and computer and technical skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce.

NUMERICAL-CONTROL MACHINE-TOOL OPERATORS AND TENDERS – METAL AND PLASTIC

Numerical-Control Machine-Tool Operators and Tenders set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutters to machine parts to specification when automatic programming is faulty or if machine malfunctions.

OES#915020

15 Respondents Representing 214 Employees in Fresno County

EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	60	20	20	a
If Required or Preferred: Is Experience in other occupations accepted?	55		45	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	33	47	20	

a-Average experience required for employment is 16 months.

b-Other occupational experience named by employers includes an average of 15 months as a machine operator or working in a machine shop.

c-Types of training named by employers include an average of 20 months in a vocational program with CNC training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 22% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of 7% annually. Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$12.00	\$8.20
New, experienced	\$7.00-\$12.10	\$9.13
3 years with firm	\$9.98-\$16.68	\$13.00

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	93%	0%	7%	0%	0%	0%
Dental	47%	0%	7%	0%	13%	0%
Vision	40%	0%	7%	0%	13%	0%
Life	87%	0%	7%	0%	0%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	73%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 125 or Cafeteria plan.

EMPLOYING INDUSTRIES

Farm machinery and equipment
 Food products machinery
 Pumps and pumping equipment
 Packaging machinery
 Automatic venting machines
 Fluid power cylinders & actuators
 Industrial machinery

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

Many work a swing shift; some work a graveyard shift.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	13%
Newspaper Advertisements	80%
Private Employment Agencies	33%
EDD	33%
School Program Referrals	20%
Union Hall Referrals	13%
Walk-in Applicants	20%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

GENERAL INFORMATION

⌘ **SKILLS:** Set up and run one or more types of numerically controlled machine tools. Many employers require a high school education and the ability to read, write, and speak English. Employers increasingly look for persons with good communication and interpersonal skills, mechanical aptitude, manual dexterity, and experience working with machinery. (Source: adapted from OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want database and/or spreadsheet, some want word processing. Programs mentioned were CNC, Auto-CAD and EXCEL.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Training in spatial orientation.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, most to supervisor or manager. Promotional needs mentioned include interpersonal people skills and loyalty.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 20% of this workforce. 14% of the employers are union or subject to collective bargaining. Alternate job titles include machinists, machine operators and manufacturing technicians.

PHYSICAL THERAPISTS

Physical Therapists apply techniques and treatments that help relive pain, increase the patient's strength, and decrease or prevent deformity and crippling.

OES#323080

14 Respondents Representing 79 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	93%
Graduate Study	7%

All states require physical therapists to pass a licensure exam after graduating from an accredited physical therapist educational program before they can practice. (Source: OOH)

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	86	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	31		69	c
Is Technical/Vocational Training Required?	86	0	14	

a-Average experience required for employment is 26 months.

c-Types of training named by employers includes an average of 12 months training with a physical therapist certification.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 250, small

7 year growth to 2002: +70 employees

7 year growth rate: 28%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 5.1% annually. Employer hiring to fill openings from turnover accounted for more than three-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of almost 13% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$23.00-\$23.67	\$23.34
New, experienced	\$13.42-\$25.23	\$20.00
3 years with firm	\$18.50-\$31.36	\$23.47

BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	75%	50%	17%	25%	0%	0%
Dental	67%	50%	17%	25%	0%	0%
Vision	42%	25%	17%	25%	0%	0%
Life	58%	50%	25%	25%	0%	0%
Sick Leave	83%	100%	8%	0%	0%	0%
Vacation	83%	100%	8%	0%	0%	0%
Retirement	67%	50%	25%	25%	0%	0%
Child Care	0%	0%	8%	0%	0%	0%

A few employers offer a 125 plan.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
Offices and clinics of chiropractors
Offices of health practitioners
General medical & surgical hospitals
Home health care services

WORK HOURS

Full-time	30-50 hr/wk	Almost all
Part-time	15-34 hr/wk	Some
Temporary	16-32 hr/wk	Some
Seasonal	N/A	None

A few work swing shifts and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	21%
Employee Referrals	36%
Newspaper Advertisements	71%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	21%
Union Hall Referrals	7%
Walk-in Applicants	36%
Trade Journals	36%
Internet	7%
Colleges/Universities	14%

GENERAL INFORMATION

⌘ **SKILLS:** Physical therapists should have strong interpersonal skills to successfully educate patients about their physical therapy treatments. They should also be compassionate and possess a desire to help patients. Similar traits are also needed to interact with the patient's family. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None given.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions. Most promote to senior therapist. A few promote to supervisor. Some do not promote. Promotional needs most named were time and experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 52% of this workforce.

RECREATIONAL THERAPISTS

Recreational Therapists plan, organize, and direct medically approved recreation programs for patients in hospitals, nursing homes or other institutions. Activities include sports, trips, dramatics, social activities, and arts and crafts.

OES#323170

16 Respondents Representing 35 Employees in Fresno County

EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	44 %
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	25%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	63	25	13	a
If Required or Preferred: Is Experience in other occupations accepted?	62		38	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	38	44	19	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes an average of 12 months in crafts and customer service.

c-Types of training named by employers includes an average of 19 months college training in an field related area, activity director and coordinator, and recreational crafts training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: N/A

7 year growth to 2002: N/A

7 year growth rate: N/A

EMPLOYER RESPONSES

TURNOVER: 20% annually. Employer hiring to fill openings from turnover accounted for seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that there was no growth (0%) in the past year.

Almost all employers indicated that this occupation would remain stable over the next two years, a few reported that it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.28-\$11.03	\$8.45
New, experienced	\$6.50-\$12.95	\$8.00
3 years with firm	\$8.00-\$17.25	\$11.96

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	80%	0%	20%	0%	0%	0%
Dental	60%	0%	7%	0%	13%	0%
Vision	53%	0%	7%	0%	0%	0%
Life	67%	0%	7%	0%	7%	0%
Sick Leave	93%	0%	0%	0%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	53%	0%	13%	50%	7%	0%
Child Care	7%	0%	0%	0%	0%	0%

A few employers offer short term and/or long term disability.

EMPLOYING INDUSTRIES

Skilled nursing care facilities
General medical & surgical hospitals
Psychiatric hospitals
Federal government

WORK HOURS

Full-time	30-40 hr/wk	Almost all
Part-time	20-32 hr/wk	Few
Temporary	10-12 hr/wk	Few
Seasonal	N/A	None

A few work swing shift and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	56%
Newspaper Advertisements	88%
Private Employment Agencies	0%
EDD	19%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	6%
Internet	0%
Colleges/Universities	19%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Recreational therapists should be comfortable working with persons who are ill or have disabilities. Therapists must be patient, tactful, and persuasive when working with people who have a variety of special needs. Ingenuity, a good sense of humor, and a strong imagination are needed to adapt activities to individual needs, and good physical coordination is necessary to demonstrate or participate in recreational events. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many want word processing, some want desktop publishing, a few want spreadsheet.

⌘ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher level positions; an equal amount does not promote. A few transfer to different departments or to corporate offices, and a few promote to coordinator. Promotional needs most mentioned include time and performance, certification, and management skills.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 86% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include activities director, activities coordinator and activities therapist.

SALES AGENTS – REAL ESTATE

Real Estate Sales Agents rent, buy, and sell property to clients on a commission basis. They perform duties such as studying property listings, interviewing prospective clients, accompanying clients to property sites, discussing conditions of sale, and drawing up real estate contracts.

OES#430080

6 Respondents Representing 23 Employees in Fresno County

Note: This survey does not cover Real Estate sales agents who are self-employed.

EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	33 %
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	17%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	83	17	0	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	83		17	c
Is Technical/Vocational Training Required?	50	50	0	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sales and P/R work.

c-Type of training named by employers was real estate licensing.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 160, small

7 year growth to 2002: +20 employees

7 year growth rate: 12.5%, faster than average

EMPLOYER RESPONSES

TURNOVER: 8.7% annually. Employer hiring to fill openings from turnover accounted for two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 4% annually.

All employers indicated that this occupation would remain stable over the next two years.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.90-\$14.38	\$9.59
New, experienced	\$9.59-\$16.78	\$12.95
3 years with firm	\$14.38-\$28.77	\$23.49

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	0%	0%	17%	0%
Dental	50%	0%	0%	0%	17%	0%
Vision	33%	0%	0%	0%	17%	0%
Life	50%	0%	0%	0%	17%	0%
Sick Leave	83%	0%	0%	0%	17%	0%
Vacation	83%	0%	0%	0%	17%	0%
Retirement	50%	0%	0%	0%	17%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 125 flex plan.

EMPLOYING INDUSTRIES

Single-family housing construction
Apartment building operators
Real estate agents and managers

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	50%
Newspaper Advertisements	67%
Private Employment Agencies	17%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	17%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Personality traits are equally as important as academic background. Employers look for applicants who possess a pleasant personality, honesty, and a neat appearance. Maturity, tact, and enthusiasm for the job are required in order to motivate prospective customers in this highly competitive field. Agents should also be well organized and detail oriented, as well as have a good memory for names, faces, and business details, such as taxes, zoning codes, and local land-use regulations. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most want spreadsheet, many want word processing and/or database.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions. Some promote to management. Some do not promote. Sales experience is the most mentioned promotional need.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 39% of this workforce. Alternate job titles include property managers, property supervisors and loan officers.

SHEET METAL WORKERS

Sheet Metal Workers fabricate, assemble, install, and repair sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Their work may involve setting up and operating fabricating machines to cut, bend, and straighten sheet metal; shaping metal over anvils, blocks, or forms using a hammer; operation soldering and welding equipment to join sheet metal parts; and inspecting, assembling, and smoothing seams and joints of burred surfaces.

OES#891320

16 Respondents Representing 268 Employees in Fresno County

EDUCATION required for employment

Less Than High School	75%
High School or Equivalent	25%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	56	31	13	a
If Required or Preferred: Is Experience in other occupations accepted?	23		77	b
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	38	25	38	

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes sheet metal working trades.

c-Average training time is 12 months. Union training was most named by employers as required for employment.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 270, small

7 year growth to 2002: -10 employees

7 year growth rate: -3.7%, slow decline

EMPLOYER RESPONSES

TURNOVER: 10.1% annually. Employer hiring to fill openings from turnover accounted for less than one-third of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 13% annually.

Many employers indicated that this occupation would grow over the next two years, almost as many reported that it would remain stable.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$12.00	\$6.38
Union	\$5.75-\$7.83	\$7.10
New, experienced	\$5.75-\$11.00	\$9.91
Union	\$9.00-\$11.50	\$10.03
3 years with firm	\$10.00-\$16.00	\$14.00
Union	\$12.00-\$15.07	\$15.00

BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	88%	0%	0%	0%	0%	0%
Dental	56%	0%	0%	0%	6%	0%
Vision	50%	0%	0%	0%	0%	0%
Life	69%	0%	0%	0%	0%	0%
Sick Leave	38%	0%	0%	0%	0%	0%
Vacation	88%	0%	0%	0%	0%	0%
Retirement	75%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer a 401K or 125 plan.

EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning
Roofing, siding, and sheet metal
Sheet metalwork
Food products machinery
Industrial machinery

WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	40 hr/wk	Few

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	63%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	13%
Walk-in Applicants	56%
Trade Journals	0%
Internet	0%
Colleges/Universities	13%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Should be in good physical condition and have mechanical and mathematical aptitude. Good eye-hand coordination, spatial and form perception, and good manual dexterity are also important. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned CNC as an emerging technology.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher level positions, many promote to foreman, and some promote to leadman. A few promote to supervisor or use the Union steps of apprenticeship training. Some do not promote. The most mentioned promotional needs were people skills, experience and Union training.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 0% of this workforce. 31% of the employers are union or subject to collective bargaining. Alternate job title includes installers.

SURGICAL TECHNICIANS

Surgical Technicians assist the surgical team during surgical procedures and in the preparation for surgery. Under the direct supervision of a Registered Nurse, they arrange sterile setups, count sponges, needles, and instruments before and during surgery, check the operation of equipment, and clean and restock the operating room. They may pass instruments and supplies to surgeons, and may assist in transporting, positioning, prepping, and draping patients for surgery. They may be known as Surgical Technologists.

OES#329280
10 Respondents Representing 34 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	90%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	20	60	20	a
If Required or Preferred: Is Experience in other occupations accepted?	57		43	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	40	10	50	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 8 months as a medical technician.

c-Types of training named by employers includes an average of 8 months as a certified surgical technician.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Not difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 70, small

7 year growth to 2002: +40 employees

7 year growth rate: 57.1%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 17.6% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 17% annually.

Most employers indicated that this occupation would remain stable over the next two years, and many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$11.00	\$10.00
New, experienced	\$8.00-\$15.00	\$11.00
3 years with firm	\$9.00-\$15.00	\$13.13

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	20%	33%	0%	0%	0%
Dental	44%	20%	22%	0%	11%	0%
Vision	22%	20%	11%	0%	11%	0%
Life	56%	0%	11%	0%	0%	0%
Sick Leave	100%	60%	0%	0%	0%	0%
Vacation	100%	60%	0%	0%	0%	0%
Retirement	11%	0%	67%	20%	0%	0%
Child Care	0%	0%	11%	0%	0%	0%

A few employers offer educational reimbursements.

EMPLOYING INDUSTRIES

Offices & clinics of medical doctors
General medical & surgical hospitals
Specialty hospitals

WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	15-25 hr/wk	Many
Temporary	8-16 hr/wk	Some
Seasonal	N/A	None

Some employers have technicians on-call.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	40%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	20%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	10%
Internet	0%
Colleges/Universities	0%

Other: Word of mouth and job fairs

GENERAL INFORMATION

⌘ **SKILLS:** Surgical technologists need manual dexterity to handle instruments quickly. They also must be conscientious, orderly, and emotionally stable to handle the demands of the operating room environment. Technologists must respond quickly and know procedures well so that they may have instruments ready for surgeons without having to be told. They are expected to keep abreast of new developments in the field. (Source: OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Laproscopic equipment procedures.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher level positions. Some do promote those with training and experience.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 82% of this workforce.

VETERINARY ASSISTANTS

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post-secondary education such as trade school or junior college.

OES#798060

21 Respondents Representing 70 Employees in Fresno County

EDUCATION required for employment

Less Than High School	14%
High School or Equivalent	76%
Associate (2 year) Degree	10%
Bachelor (4 year) Degree	0%
Graduate Study	0%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	38	43	19	a
If Required or Preferred: Is Experience in other occupations accepted?	40		60	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	21	42	37	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 10 months in veterinary related animal care or nursing.

c-Types of training named by employers includes an average of 15 months technician certification, technician license or program training.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 110, small

7 year growth to 2002: +10 employees

7 year growth rate: 9.1%, slower than average

EMPLOYER RESPONSES

TURNOVER: 34.3% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just under 15% annually.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$7.00	\$6.00
New, experienced	\$5.75-\$9.07	\$7.00
3 years with firm	\$7.00-\$11.00	\$9.00

BENEFITS 86% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	28%	8%	6%	0%
Dental	11%	0%	22%	8%	6%	0%
Vision	0%	0%	11%	8%	0%	0%
Life	0%	0%	11%	0%	0%	0%
Sick Leave	33%	0%	0%	8%	6%	0%
Vacation	67%	8%	0%	8%	6%	0%
Retirement	6%	0%	28%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer 401K.

EMPLOYING INDUSTRIES

Veterinary services

WORK HOURS

Full-time	40-55 hr/wk	Almost all
Part-time	8-30 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

A few work a swing shift

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	10%
Employee Referrals	43%
Newspaper Advertisements	67%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	33%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	0%
Colleges/Universities	10%

Other: Word of Mouth

GENERAL INFORMATION

⌘ **SKILLS:** Perform tasks related to basic animal health care, such as keeping cages and examination areas sanitary, and provide basic care to laboratory animals. They also help veterinarians prepare for surgery, sterilize surgical equipment, observe recovering animals, and give medications and basic medical treatment under the directions of a veterinarian or veterinary technician. (Source: adapted from OOH)

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Employers mentioned the need for a general knowledge of computers.

⌘ **PROMOTIONAL OPPORTUNITIES:** Almost all employers do not promote to a higher level position. A few promote to technician or an office position.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. Alternate job title includes veterinary technician.

VOCATIONAL AND EDUCATIONAL COUNSELORS

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

OES#315140

18 Respondents Representing 220 Employees in Fresno County

EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	11%
Bachelor (4 year) Degree	44%
Graduate Study	39%

Training & Experience % of employers response

→→→→→→→→→→	% Yes	% Not Required But Preferred	% No	Notes
→→→→→→→→→→				
Is Prior Experience Required in this Occupation?	17	44	39	a
If Required or Preferred: Is Experience in other occupations accepted?	82		18	b
If Required or Preferred: Will training substitute for experience?	27		73	c
Is Technical/Vocational Training Required?	22	6	72	

a-Average experience required for employment is 20 months.

b-Other occupational experience named by employers includes an average of 19 months in teaching or social work.

c-Types of training named by employers includes an average of 10 months in field counseling or pupil personnel credentials.

EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find little competition in their job search.

EMPLOYMENT TRENDS

EDD PROJECTIONS

1995 Size: 410, medium

7 year growth to 2002: +80 employees

7 year growth rate: 19.5%, much faster than average

EMPLOYER RESPONSES

TURNOVER: 18.6% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported a past growth rate of just over 2% annually.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.

WAGES

Hourly Wages	Range	Median
New, no experience	\$6.35-\$31.54	\$14.38
Union	\$13.11-\$22.29	\$14.90
New, experienced	\$7.21-\$32.33	\$17.26
Union	\$13.76-\$26.30	\$17.53
3 years with firm	\$8.00-\$33.14	\$21.86
Union	\$14.45-\$33.57	\$18.96

BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	33%	0%	0%
Dental	72%	0%	17%	33%	0%	0%
Vision	72%	0%	17%	33%	0%	0%
Life	78%	33%	11%	33%	0%	0%
Sick Leave	94%	33%	6%	33%	0%	0%
Vacation	83%	33%	6%	33%	0%	0%
Retirement	11%	0%	78%	67%	0%	0%
Child Care	0%	0%	6%	0%	6%	0%

A few employers offer tuition fee waivers.

EMPLOYING INDUSTRIES

Elementary and secondary schools
Colleges and universities
Junior college
Job training and related services
Social services
State government

WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	16-20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few work swing shifts and weekends.

RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	17%
Employee Referrals	22%
Newspaper Advertisements	72%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	17%
Trade Journals	39%
Internet	33%
Colleges/Universities	50%

Other: Postings and word of mouth

GENERAL INFORMATION

⌘ **SKILLS:** Persons interested in counseling should have a strong interest in helping others and the ability to inspire respect, trust, and confidence. They should be able to work independently or as part of a team. Counselors follow the code of ethics associated with their respective certifications and licenses. (Source: OOH)

⌘ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database or spreadsheet. Programs mentioned were WORD, EXCEL and Internet E-mail.

⌘ **EMERGING TECHNOLOGY AND SKILLS:** Counseling techniques require writing and communication skills.

⌘ **PROMOTIONAL OPPORTUNITIES:** Most employers do promote, some do not promote to higher level positions. A few promote to higher in-grade levels, director or head of counseling, principal or assistant principal. The most mentioned promotional needs include experience, education, people skills, communication skills, training and credentials.

⌘ **OTHER RELEVANT INFORMATION:** Female employees make up 64% of this workforce. 39% of the employers are union or subject to collective bargaining. Alternate job titles include admissions coordinators, admission counselors, admission advisors, career counselors, guidance counselors, guidance specialists and high school counselors.

SECTION 5

TRAINING DIRECTORY

INFORMATION CONCERNING THE STATEWIDE ELIGIBLE TRAINING PROVIDERS LIST AND THE FRESNO COUNTY DEMAND OCCUPATION LIST

The Fresno Area Workforce Investment Corporation maintains a homepage that provides links to the California Statewide Eligible Training Provider List (ETPL) and Fresno County demand occupations.

The Workforce Investment Act (WIA) requires local Training Providers to apply to the FAWIC for nomination to the statewide approved list enabling them to receive WIA funds. The statewide Eligible Training Provider List (ETPL) of Approved Training Programs includes all training programs of those Providers that are legally authorized to operate in the State. The Programs are approved by the State of California Employment and Development Department (EDD) – Workforce Investment Division (WID). Information regarding these approved programs is the prerequisite for the issuance of a WIA Individual Training Account (ITA). The statewide ETPL gives WIA customers the choice of what training programs will best integrate with the career goals and needs. WIA customers have the opportunity to view the statewide-approved list on the Internet by selecting the link on the FAWIC website or at www.i-train.org/etpl/.

Eligible training providers operating in Fresno County provide training in locally defined demand occupations. It is required that all training programs be accredited by a state accrediting organization or a registered Union apprenticeship program and that training programs meet the locally defined requirements for certificate of completion/skill attainment and/or state certification or licensing. Training providers wishing to have their training programs nominated to the ETPL have the opportunity to review the ETPL local procedures that have been posted to the FAWIC website www.jobsfresno.com. Download and submit to the FAWIC a completed Provider Application and separate Program Application for each eligible Training Program for which approval is being sought. FAWIC will determine the eligibility of each Program in accordance with the State of California EDD Directives and ETPL Local Procedures, and then nominate eligible programs to the State's ETPL.

INTRODUCTION

This training directory is a compliment to the 2001 Occupational Outlook Report. As such, it only covers schools or other organizations providing training in the occupations covered in this report. (The occupations surveyed from 1999 to 2001) Sometimes a reference giving an address or a phone number locates a training provider outside of Fresno County. In those instances the training provider's main office may be outside of Fresno County but the vocational training itself takes place in Fresno County.

Disclaimer: The Employment Development Department (EDD) does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.

TRAINING DIRECTORY PARTS

This Training Directory is divided into two parts:

Part 1: 1999-2001 Occupations Index/Sources of Training

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This provides a list of all occupations surveyed in the years from 1999 to 2001. Only those schools that offer some form of credential of completion for that specific occupation are shown under the occupational title. N/A appears when (1) no CIP code was assigned to that occupation by the Department of Education or (2) no schools were identified as offering training for that occupation.

Part 2: 2001 Vocational Training Providers

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This lists all of the known accredited training providers in the 2001 year of survey. We have also provided the school addresses, phone and fax numbers and any known URL or E-mail addresses.

We hope this will provide you with an accurate and user friendly source of information on training providers in Fresno County.

Part 1

1999-2001 Occupations Index/Sources of Training

Accountants & Auditors

California School of Technology, inc.
California State University, Fresno
CSU, Fresno Extended Education
Clovis Adult Education
Custom Training Solutions
Fresno City College
Fresno Institute of Technology
Reedley College
University of Phoenix

Administrative Assistants

California School of Technology, inc.
Computer Training Institute of Central California
Fresno Adult School
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Management Training/Marketing Associates
Reedley College
The Fourth R of Fresno
Valley Regional Occupational Program
Valley Software Educational
West Hills College

Assemblers & Fabricators

Construction Craft Training Center
Central Adult Education
Floral Design Academy
Fresno City College-Training Institute
National University
Reedley College

Bill & Account Collectors

A. D. Banker & Company
California School of Technology, inc.
California State University, Fresno
CSU, Fresno Extended Education
Clovis Adult Education
Computer Training Institute of Central California
Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno Institute of Technology
Fresno Regional Occupational Program
Reedley College
The Fourth R of Fresno
Valley Vocational College
West Hills College

Billing, Cost & Rate Clerks

California State University, Fresno
CSU, Fresno Extended Education
Central Adult Education
Clovis Adult Education
Clovis Center
Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno Regional Occupational Program
Heald College, Fresno
MicroComputer Education Center
Reedley College
Sanger Adult School
The Fourth R of Fresno
University of Phoenix
Valley Software Educational
Valley Vocational College
West Hills College

Bus Drivers

Advanced Truck Driving School
Five Rivers Truck Driving School
Fresno Adult School
Major Express Truck School
Police Science Institute
Quality College Vocational Careers
Truck Driving Academy-Fresno
West Hills College
Western Pacific Truck School

Bus Drivers—School

Advanced Truck Driving School
Five Rivers Truck Driving School
Fresno Adult School
Major Express Truck School
Police Science Institute
Quality College Vocational Careers
Truck Driving Academy-Fresno
West Hills College
Western Pacific Truck School

Carpenters

Carpenters Training Committee for Northern CA
Construction Craft Training Center
Fresno Adult School
Valley Regional Occupational Program

Cashiers

A. D. Banker & Company
California School of Technology, inc.
California State University, Fresno
CSU, Fresno Extended Education
Central City Vocational Training
Fresno Adult School
Fresno Regional Occupational Program
Reedley College
The Fourth R of Fresno
Valley Vocational College

Chemists—Except Biochemists

California State University, Fresno
CSU, Fresno Extended Education
West Hills College

Computer Graphics Specialists

Business Productivity Group
California State University, Fresno
CSU, Fresno Extended Education
Clovis Center
Fresno City College
Fresno Institute of Technology
Fresno Regional Occupational Program
Heald College—Fresno, CA
MicroComputer Education Center
New Horizons Computer Learning Centers
Reedley College
Tech Connect—San Joaquin Valley
Valley Regional Occupational Program
West Hills College

Computer Network Technicians

Business Productivity Group
California State University, Fresno
CSU, Fresno Extended Education
Clovis Center
Fresno Regional Occupational Program
Heald College—Fresno, CA
MicroComputer Education Center
National University
New Horizons Computer Learning Centers
Reedley College
Tech Connect—San Joaquin Valley
West Hills College

Cooks—Restaurant

Fresno Adult School
Management Training/Marketing Association
Quality College Vocational Careers
Valley Regional Occupational Program

Cooks-Short Order

Fresno Adult School
Quality College Vocational Careers
Valley Regional Occupational Program

Counter & Rental Clerks

California School of Technology, inc.
Central City Vocational Training
Donald R. Reid & Associates
Fresno Adult School
Fresno City College
Fresno Regional Occupational Program
The Fourth R of Fresno
Valley Vocational College

Dental Assistants

Fresno City College
Galen College of Medical & Dental Assistants
Reedley College
San Joaquin Valley College

Dietetic Technicians

Fresno City College

Electricians

Construction Craft Training Center
Electrical Joint Apprentice & Training Committee
Fresno City College
Valley Regional Occupational Program

Excavating & Loading Machine Operators

Reedley College

File Clerks

California School of Technology, inc.
Central Adult Education
Clovis Adult Education
Computer Training Institute of Central California
Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Fresno Regional Occupational Program
Goodwill Industries of San Joaquin Valley, Inc.
Management Training/Marketing Associates
Reedley College
Sanger Adult School
The Fourth R of Fresno
Valley Software Educational
Valley Vocational College
West Hills College

Firefighters

Fresno City College
Reedley College

First Line Supervisors & Manager/Supervisors

California State University, Fresno
CSU, Fresno Extended Education
Central Valley Automotive & Machinist JAC
Donald R. Reid & Associates
Fresno City College
Fresno Institute of Technology
Fresno Regional Occupational Program
Hi Tech Vocational Institute
Reedley College
San Joaquin Valley college
University of Phoenix

Food Service Managers

Fresno Adult School
Fresno City College
Fresno Institute of Technology
Management Training/Marketing Associates
Quality College Vocational Careers
Reedley College
San Joaquin Valley College

General Office Clerks

California School of Technology, inc.
Central Adult Education
Clovis Adult Education
Computer Training Institute of Central California
Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Fresno Regional Occupational Program
Goodwill Industries of San Joaquin Valley, Inc.
Management Training/Marketing Associates
MicroComputer Educational Center
National University
Quality College Vocational Careers
Reedley College
Sanger Adult School
The Fourth R of Fresno
Valley Regional Occupational Program
Valley Software Educational
Valley Vocational College
West Hills College

Guards & Watch Guards

Police Science Institute
Reedley College

Hairdressers, Hairstylists & Cosmetologists

Clovis Adult Education
Federico Colleges/Federico Beauty Colleges
Fresno Adult School
Lawrence and Company College of Cosmetology
Lyle's First and Herndon College of Beauty
Lyle's Fresno Shaw & Marks College of Beauty
Manchester College of Beauty
Moler Barber College and School

Hand Packers and Packagers

Reedley College

Heating & A/C, Refrigeration Mechanics

Fresno Area Plumbers, Pipe & Refrigeration
Fresno City College
Fresno Institute of Technology
Fresno Vicinity Sheet Metal Industry Apprent.
San Joaquin Valley College

Home Health Aids

Beverly Training Center
Clovis Adult Education
Fresno Adult School
Fresno Regional Occupational Program
Quality College Vocational Careers
Reedley College
Valley Regional Occupational Program
Valley Vocational College

Hosts, Hostesses

Fresno Adult School
Valley Regional Occupational Program

Human Service Workers

Clovis Adult Education
Valley Vocational College

Industrial Truck & Tractor Operators

N/A, See detail in part 1, page 172

Instructional Aides

Alliant International University—Fresno Campus
California State University, Fresno
CSU, Fresno Extended Education
Fresno Adult School
Fresno City College
Fresno Pacific University—Graduate School
Fresno Regional Occupational Program
Reedley College
University of Phoenix
Valley Regional Occupational Program
West Hills College

Instructors—Nonvocational Education

Formal training may not be needed. Teachers should have experience, knowledge, and the ability to instruct others in their field.

Internet Web Site Designers/Developers

Business Productivity Group
California State University, Fresno
CSU, Fresno Extended Education
Clovis Center
Fresno City College—Training Institute
Fresno Institute of Technology
Fresno Regional Occupational Program
Heald College—Fresno, California
MicroComputer Educational Center
New Horizons Computer Learning Centers
Reedley College
Tech Connect—San Joaquin Valley
West Hills College

Laborers, Landscaping and Groundskeeping

Aurora's Vocational Training
California School of Technology, Inc.
Fresno City College
Fresno Regional Occupational Program
Quality College Vocational Careers
Reedley College

Law Clerks

Central California College School of Law
Fresno City College
Oak Brook College of Law and Govt. Policy
San Joaquin College of Law

Legal Secretaries

Central California College School of Law
Fresno Adult School
Fresno City College
Fresno Regional Occupational Program
Heald College
Microcomputer Education Center
Oak Brook College of Law and Govt. Policy
San Joaquin College of Law

Library Assistants & Bookmobile Drivers

Fresno City College
Reedley College

Licensed Vocational Nurses

California State University, Fresno
Fresno Adult School

Lodging Managers

Clovis Center
Fresno Institute of Technology
Management Training/Marketing Association
San Joaquin Valley College

Machinery Maintenance Mechanics

Central Valley Automotive & Machinists (JAC)
Fresno Area Plumbers, Pipe and Refrigeration...
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Fresno Vicinity Sheet Metal Industry App. JATC
National University
Northern CA & Northern NV Stationary Engineers
San Joaquin Valley College
West Hills College

Maids & Housekeeping Cleaners

N/A, See detail in part 1, page 172

Maintenance Repairers—General Utility

California School of Technology, Inc.
Central Valley Automotive & Machinist JAC
Fresno Adult School
Fresno City College Career & Technology Center
Management Training/Marketing Association
National University
Reedley College
West Hills College

Medical & Clinical Laboratory Assistants

Fresno Adult School
Fresno City College—Training Institute

Medical & Clinical Laboratory Technologists

Fresno City College—Training Institute

Medical Assistants

Clovis Adult Education
Computer Training Institute of Central California
Fresno Adult School
Fresno City College
Fresno City College—Training Institute
Fresno Regional Occupational Program
Galen College of Medical And Dental Assistants
Quality College Vocational Careers
Valley Software Educational

Medical Records Technicians

Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno City College—Training Institute
Management Training/Marketing Associates
Quality College Vocational Careers

Medical Secretaries

California School of Technology, Inc.
Clovis Adult Education
Computer Training Institute of Central California
Fresno Adult School
Fresno City College
Fresno Institute of Technology
Fresno Regional Occupational Program
Management Training/Marketing Associates
MicroComputer Education Center
San Joaquin Valley College
Valley Software Educational
Valley Vocational College
West Hills College

Numerical-Control Machine

Central Valley Automotive & Machinist JAC
Fresno City College
Reedley College

Nurse Aides

Beverly Training Center
Clovis Adult Education
Fresno Adult School
Fresno Regional Occupational Program
Galen College of Medical and Dental Assistants
Valley Regional Occupational Program

Packaging & Filling Machine Operators

N/A, See detail in part 1, page 172

Pharmacy Technicians

Fresno Adult School
Quality College Vocational Careers

Physical Therapists

California State University, Fresno
CSU, Fresno Extended Education
Quality College Vocational Careers
West Hills College

Radiologic Technologists

Fresno City College
Fresno City College—Training Institute

Receptionists & Information Clerks

Business Productivity Group
California School of Technology, inc.
Central Adult Education
Clovis Adult Education
Computer Training Institute of Central California
Custom Training Solutions
Fresno Adult School
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Fresno Regional Occupational Program
Goodwill Industries of San Joaquin Valley, Inc.
Management Training/Marketing Associates
MicroComputer Education Center
Quality College Vocational Careers
Reedley College
Sanger Adult School
University of Phoenix
Valley Software Educational
Valley Vocational College
West Hills College

Recreational Therapists

California State University, Fresno
CSU, Fresno Extended Education
West Hills College

Registered Nurses

Clovis Adult Education
Fresno City College
University of Phoenix

Sales Agents-Real Estate

N/A, See detail in part 1, page 172

Salespersons—Retail (Except Vehicle Sales)

Aurora's Vocational Training Institute
California School of Technology, Inc.
California State University, Fresno
Central City Vocational Training School
Clovis Adult Education
Donald R. Reid & Associates
Fresno City College
Fresno Regional Occupational Program
Goodwill Industries of San Joaquin Valley, Inc.
Reedley College
The Fourth R of Fresno

Secretaries, Except Legal & Medical

California School of Technology, inc.
Computer Training Institute of Central California
Fresno Adult School
Fresno City College
Fresno City College Career & Technology Center
Fresno Institute of Technology
Goodwill Industries of San Joaquin Valley, Inc.
Management Training/Marketing Associates
Microcomputer Education Center
Quality College Vocational Careers
Reedley College
The Fourth R of Fresno
Valley Regional Occupational Program
Valley Software Educational
West Hills College

Sheet Metal Workers

Fresno Vicinity Sheet Metal Industry Apprentice
Reedley College

Surgical Technicians

N/A, See detail in part 1, page 172

Systems Analyst—Electronic Data Processing

Business Productivity Group
California State University, Fresno
CSU, Fresno Extended Education
Central Adult Education
Clovis Center
Fresno Institute of Technology
Fresno Regional Occupational Program
Heald College—Fresno
Microcomputer Education Center
National University
Reedley College
Tech Connect—San Joaquin Valley

Teachers—Elementary School

Alliant International University—Fresno Campus
California State University, Fresno
CSU, Fresno Extended Education
Fresno City College
Fresno Pacific University—College
Fresno Pacific University—Graduate School
Fresno Regional Occupational Program
Reedley College
University of Phoenix

Teachers & Instructors—Vocational Education

Alliant International University—Fresno Campus
California State University, Fresno
CSU, Fresno Extended Education
Fresno Pacific University—College
Fresno Pacific University—Graduate School
Fresno Regional Occupational Program
Reedley College
University of Phoenix

Teachers—Secondary School

Alliant International University—Fresno Campus
California State University, Fresno
CSU, Fresno Extended Education
Fresno City College
Fresno Pacific University—College
Fresno Pacific University—Graduate School
Fresno Regional Occupational Program
Reedley College
University of Phoenix

Teachers—Special Education

Alliant International University—Fresno Campus
California State University, Fresno
CSU, Fresno Extended Education
Fresno City College
Fresno Pacific University—College
Fresno Pacific University—Graduate School
Fresno Regional Occupational Program
Reedley College
University of Phoenix

Telemarketers & Telephone Solicitors

Fresno Adult School
Goodwill Industries of San Joaquin Valley, Inc.

Telephone and Cable T.V. Line Installers

Electrical Joint Apprenticeship & Training JATC
National University

Truck Drivers, Heavy or Tractor Trailer

Advanced Truck Driving School
Five Rivers Truck School
Major Express Truck School
Police Science Institute
Quality College Vocational Careers
Truck Driving Academy—Fresno
West Hills College
Western Pacific Truck School

Truck Drivers, Light

Advanced Truck Driving School
Five Rivers Truck School
Major Express Truck School
Police Science Institute
Quality College Vocational Careers
Truck Driving Academy—Fresno
West Hills College
Western Pacific Truck School

Veterinary Assistants

San Joaquin Valley College

Vocational & Educational Counselors

California State University, Fresno
CSU, Fresno Extended Education
Fresno City College
Fresno Pacific University—Graduate School
University of Phoenix

Welders and Cutters

Central Valley Automotive & Machinist JAC
Fresno City College
Reedley College
West Hills College

Part 2

Year 2000 Vocational Training Providers

A. D. Banker & Company
324 E. Shaw Ave.
Fresno, CA 93710
Phone: (800) 866-2468
Fax: (913) 451-3766
Internet: www.adbanker.com
E-mail: adbankeronline@mail.adbanker.com

Academy of Excellence
1583 North Roosevelt Avenue
Fresno, CA 93728
Phone: (559) 486-0878
Fax: N/A
Internet: N/A
E-mail: N/A

Advanced Truck Driving School
5755 West Barstow, Suite 103
Fresno, CA 93722
Phone: (559) 277-4966
Fax: (559) 277-4968
Internet: www.advancedtruckschool.com
E-mail: N/A

Alliant International University-Fresno Campus
5130 E. Clinton Way
Fresno, CA 93727
Phone: (559) 456-2777
Fax: (559) 253-2267
Internet: <http://www.cspp.edu>
E-mail: admissions@mail.cspp.edu

Anthony Schools of Northern California
1630 E. Shaw, Suite 140
Fresno, CA 93710
Phone: (888) 419-9599
Fax: (510) 217-3885
Internet: www.anthonyschools.com
E-mail: kunac@anthonyschools.com

Aurora's Vocational Training
13034 E. Manning
Parlier, CA 93648
Phone: (559) 646-7542
Fax: (559) 646-2336
Internet: www.aurorasflowers.gridnet
E-mail: N/A

Auto Service Systems
3430 West Ashlan, #106
Fresno, CA 93722
Phone: (559) 227-7403
Fax: (559) 227-7403
Internet: N/A
E-mail: oakblossom@sierratel.com

Beverly Training Center
2984 North Maroa
Fresno, CA 93704
Phone: (559) 226-9401
Fax: (559) 226-4239
Internet: N/A
E-mail: N/A

Business Productivity Group-The Training Center
1477 E. Shaw #140
Fresno, CA
Phone: (559) 244-6300
Fax: (559) 244-6305
Internet: [Http://www.bpginc.com](http://www.bpginc.com)
E-mail: joer@bpginc.com

California Christian College
4881 East University Avenue
Fresno, CA 93703
Phone: (559) 251-4215
Fax: (559) 251-4231
Internet: www.calchristiancollege.org
E-mail: cccregistr@aol.com

California School of Technology, Inc
5465 E. Hedges Ave.
Fresno, CA 93727
Phone: (559) 456-3902
Fax: (559) 456-4291
Internet: www.caschooloftech.net
E-mail: flunez@caschooloftech.net

California State University, Fresno
5241 North Maple Ave.
Fresno, CA 93740
Phone: (559) 278-6639
Fax: (559) 278-4812
Internet: www.csufresno.edu
E-mail: N/A

California State University, Fresno Extended Education
5005 North Maple Avenue, M/s Ed
Fresno, CA 93740-8025
Phone: (559) 278-0333
Fax: (559) 278-0395
Internet: www.csufresno.edu/ExtendedEd
E-mail: tracyo@csufresno.edu

Carpenters Training Committee for N. California (JATC)
1335 N. Hulbert Ave.
Fresno, CA 93728
Phone: (559) 266-0273
Fax: (559) 226-2103
Internet: N/A
E-mail: N/A

Central Adult Education

2698 North Brawley

Fresno, CA 93722

Phone: (559) 276-5230

Fax: (559) 276-8204

Internet: N/A

E-mail: fbergmann@netasset.com

Central California College School of Law

1759 Fulton Street

Fresno, CA 93721

Phone: (559) 233-4074

FAX: (559) 495-1366

Internet: N/A

E-mail: N/A

Central City Vocational Training School

3328 W. Sussex Way

Fresno, CA 93722

Phone: (559) 222-1995

Fax: (559) 222-1995

Internet: N/A

E-mail: N/A

Central Valley Automotive & Machinist (JAC)

544 W. Olive Ave

Fresno, CA 93728

Phone: (559) 264-2815

Fax: (559) 264-3060

Internet: N/A

E-mail: harley@madnet.net

Central Valley Drywall/Lathers (JATC)

1335 N. Hulbert Ave

Fresno, CA 93727

Phone: (559) 264-4350

Fax: (559) 264-6309

Internet: www.drywall-lathing.com

E-mail: N/A

Central Valley Painters, Decorators & Paperhangers
(JAC)

4831 E. Shields #16

Fresno, CA 93726

Phone: (559) 255-2113

Fax: (559) 255-3806

Internet: N/A

E-mail: bbob294@aol.comCentral Valley Roofers, Waterproofers & Allied Workers
(JATC)

4831 E. Shields, Room 27

Fresno, CA 93726

Phone: (559) 255-0933

Fax: (559) 255-0983

Internet: N/A

E-mail: N/A

Clovis Adult Education

1452 David E. Cook Way

Clovis, CA 93611-0575

Phone: (559) 327-2800

Fax: (559) 327-2889

Internet: N/A

E-mail: johnballinger@clovisusd.k12.ca.us

Clovis Center
390 W. Fir, Building A
Clovis, CA 93611
Phone: (559) 323-4595
Fax: (559) 324-6490
Internet: <http://www.nc.cc.ca.us>
E-mail: N/A

Computer Training Institute of Central California
567 W. Shaw Ave, Suite A1
Fresno, CA 93704
Phone: (559) 229-2888
Fax: N/A
Internet: N/A
E-mail: alice@cticc.com

Construction Craft Training Center
5654E. Westover
Fresno, CA 93727
Phone: (510) 785-2282
Fax: (510) 785-9136
Internet: www.cctc.edu
E-mail: N/A

Custom Training Solutions
6042 N. Fresno ST., Suite 205
Fresno, CA 93710
Phone: (559) 432-4128
Fax: (559) 432-8766
Internet: N/A
E-mail: N/A

Donald R. Reid & Associates
1925 W. Fedora Avenue
Fresno, CA 93705
Phone: (559) 229-1570
Fax: (559) 224-8535
Internet: www.intlsalesinstitute.com
E-mail: donreid@intlsalesinstitute.com

Electrical Joint Apprenticeship & Training Committee
(JATC)
5420 E. Hedges
Fresno, CA 93727
Phone: (559) 251-5174
Fax: (559) 251-8402
Internet: N/A
E-mail: N/A

Federico Colleges/Federico Beauty Colleges
5660 North Blackstone Avenue
Fresno, CA 93710
Phone: (559) 432-4343
Fax: (559) 432-2368
Internet: N/A
E-mail: fcareer@pacbell.com

Five Rivers Truck School
3021 S. Golden State Frontage Road
Fresno, CA 93725
Phone: (559) 486-0740
Fax: (559) 486-1982
Internet: N/A
E-mail: fivervstrkschool@aol.com

Floral Design Academy
2017 Second Street
Selma, CA 93662
Phone: (559) 896-4140
Fax: (559) 896-4140
Internet: N/A
E-mail: N/A

Fresno Adult School
2500 Stanislaus
Fresno, CA 93721
Phone: (559) 457-6000
Fax: (559) 457-6001
Internet: www.fresnoadult.com
E-mail: info@FresnoAdult.com

Fresno Area Bricklayers (JAC)
4831 E. Shields #20
Fresno, CA 93729
Phone: (559) 645-4424
Fax: (559) 645-6834
Internet: N/A
E-mail: N/A

Fresno Area Plumbers, Pipe and Refrigeration Fitters
(JATC)
1303 N. Rabe, Suite 102
Fresno, CA 93727
Phone: (559) 455-1526
Fax: (559) 455-1874
Internet: ualocal246.com
E-mail: willie@ualocal246.com

Fresno City College
1101 East University Avenue
Fresno, CA 93741-0001
Phone: (559) 442-4600
Fax: (559) 237-4232
Internet: www.scccd.com
E-mail: pl0571@scccd.cc.ca.us

Fresno City College – Training Institute
390 West Fir, Building B
Clovis, CA 93611
Phone: (559) 323-4688
Fax: (559) 323-4811
Internet: www.fccti.com
E-mail: robw@fccti.cc.ca.us

Fresno City College Career and Technology Center
2930 E. Annadale Ave.
Fresno, CA 93725
Phone: (559) 486-0173
Fax: (559) 264-1156
Internet: www.fresnocitycollege.com
E-mail: N/A

Fresno Institute of Technology
731 W. Shaw
Clovis, CA 93612
Phone: (559) 297-4500
Fax: (559) 297-5822
Internet: www.frenotech.com
E-mail: asandoval@fresnotech.com

Fresno Pacific University--College
1717 South Chestnut Avenue
Fresno, CA 93702-4798
Phone: (559) 453-2000
Fax: (559) 453-2001
Internet: www.fresno.edu
E-mail: [N/A](#)

Fresno Pacific University—Graduate School
1717 South Chestnut Avenue
Fresno, CA 93702-4798
Phone: (559) 453-2016
Fax: (559) 453-2001
Internet: www.fresno.edu/dept/grad
E-mail: grdadmis@fresno.edu

Fresno Regional Occupational Program
1111 Van Ness, The Towers, Suite 5
Fresno, CA 93721
Phone: (559) 497-3860
Fax: (559) 497-3806
Internet: www.fcoe.k12.ca.us
E-mail: [N/A](#)

Fresno Vicinity Sheet Metal Industry Apprenticeship
(JATC)
4585 E. Floradora #B
Fresno, CA 93703
Phone: (559) 255-3665
Fax: (559) 255-6450
Internet: [N/A](#)
E-mail: [N/A](#)

Galen College of Medical and Dental Assistants
1325 North Wishon Avenue
Fresno, CA 93728
Phone: (559) 264-9726
Fax: (559) 264-0985
Internet: www.galencollege.com
E-mail: galencollege@psnw.com

Goodwill Industries of San Joaquin Valley
1077 E. Shaw Ave.
Fresno, CA 93710
Phone: (559) 224-0162
Fax: (559) 224-0285
Internet: <http://www.goodwill-sjv.org>
E-mail: camillec@goodwill-sjv.org

H&R Block Tax Training School
4039 N. Blackstone Ave., Suite 101
Fresno, CA 93726
Phone: (559) 229-0602
Fax: (559) 228-8293
Internet: www.hrblock.com
E-mail: [N/A](#)

Heald College-Fresno
255 West Bullard
Fresno, CA 93704
Phone: (559) 438-4222
Fax: (559) 438-6368
Internet: www.heald.edu
E-mail: chris_souza@heald.edu

Hi Tech Vocational Institute
2422 North Marks, pmb 641
Fresno, CA 93722-5216
Phone: (559) 276-2886
Fax: (559) 276-3201
Internet: N/A
E-mail: jacqui@hitech.msn.com

International English Institute
2755 E. Shaw Ave.
Fresno, CA 93710
Phone: (559) 294-1401
Fax: (559) 2926231
Internet: www.jeifresno.com
E-mail: admissions@jeifresno.com

Ironworkers of Central California & Vicinity (JATC)
1380 S. Channing
Fresno, CA 93706
Phone: (559) 497-1295
Fax: (559) 497-1297
Internet: N/A
E-mail: iw155ac@msn.com

Lawrence and Company College of Cosmetology
2440 A McCall, Suite A
Selma, CA 93662
Phone: (559) 891-8108
Fax: (559) 891-8039
Internet: N/A
E-mail: N/A

Lyle's First and Herndon College of Beauty
6735 North First Street, Suite 112
Fresno, CA 93710
Phone: (559) 431-6060
Fax: (559) 432-7595
Internet: N/A
E-mail: lylesfh@aol.com

Lyle's Fresno Shaw & Marks College of Beauty
3125 West Shaw Avenue
Fresno, CA 93711
Phone: (559) 222-6060
Fax: (559) 221-1039
Internet: N/A
E-mail: lylessm@aol.com

Major Express Truck School
3342 N. Weber
Fresno, CA 93725
Phone: (800) 861-1677
Fax: (559) 486-8453
Internet: N/A
E-mail: N/A

Management Training/Marketing Association (MTMA)
1313 P Street, Suite 205
Fresno, CA 93721
Phone: (559) 268-0938
Fax: (559) 268-0558
Internet: www.mtma.schools.com
E-mail: mtma01@sprynet.com

Manchester College of Beauty
3756 North Blackstone Avenue
Fresno, CA 93726
Phone: (559) 224-4242
Fax: (559) 224-0754
Internet: N/A
E-mail: N/A

Mazzei Flying Service
4885 E. Shields Avenue, Suite 201
Fresno, CA 93726
Phone: (559) 251-7501
Fax: (559) 255-8900
Internet: www.flymfs.com
E-mail: learn@flymfs.com

Mennonite Brethren Biblical Seminary
4824 East Butler
Fresno, CA 93727-5097
Phone: (559) 251-8628
Fax: (559) 251-7212
Internet: www.mbseminary.com
E-mail: jimholm@fresno.edu

Microcomputer Education Center
2002 North Gateway Blvd
Fresno, CA 93727
Phone: (559) 456-0623
Fax: (559) 456-0188
Internet: www.mced.com
E-mail: sherring@mced.com

Moler Barber College and School
1240 Fulton Mall
Fresno, CA 93721
Phone: (559) 485-4030
Fax: (559) 485-2755
Internet: www.usbarbers.com
E-mail: jknauss48@hotmail.com

National Training Institute Inc.
1755 N. Gateway Blvd.
Fresno, CA 93727-1628
Phone: (559) 456-1522
Fax: (559) 456-4841
Internet: www.ntiusa.com
E-mail: N/A

National University
20 East River Park Place West
Fresno, CA 93720
Phone: (559) 256-4900
Fax: (559) 256-4992
Internet: <http://www.nu.edu>
E-mail: fresnoadmissions@nu.edu

New Horizons Computer Learning Centers
1630 W. Shaw Ave., Suite 166
Fresno, CA 93710
Phone: (559) 241-0107
Fax: (559) 241-0147
Internet: www.newhorizons.com
E-mail: N/A

Northern California & Northern Nevada Stationary Engineers (JATC)
839 N. Fulton St.
Fresno, CA 93728
Phone: (559) 233-0839
Fax: (559) 233-0896
Internet: N/A
E-mail: N/A

Northern California Cement Masons (JATC)
4831 E. Shields, Rm. 6
Fresno, CA 93726
Phone: (559) 251-8259
Fax: (559) 251-5916
Internet: www.opcmia300.org
E-mail: glclark5@pacbell.net

Northern California Plasterers (JATC)
4831 E. Shields Ave, Room 6
Fresno, CA 93726
Phone: (559) 251-8259
Fax: (559) 251-5916
Internet: www.opcmia300.org
E-mail: glclark5@pacbell.net

Oak Brook College of Law and Government Policy
7545 N. Del Mar, Suite 106
Fresno, CA 93711
Phone: (559) 650-7755
Fax: (559) 650-7750
Internet: www.obcl.edu
E-mail: info@obcl.edu

Parlier Alternative Education Center
900 Newmark Avenue
Parlier, CA 93648
Phone: (559) 646-2723
Fax: (559) 646-0959
Internet: N/A
E-mail: evanhooose@parlier.k12.ca.us

Police Science Institute
5151 N. Gates
Fresno, CA 93704
Phone: (559) 266-3173
Fax: (559) 277-9816
Internet: N/A
E-mail: psi@psnw.com

Quality College Vocational Careers
1570 North Wishon
Fresno, CA 93728
Phone: (559) 497-5050
Fax: (559) 264-4454
Internet: N/A
E-mail: ledwa94909@aol.com

Reedley College
995 North Reed Avenue
Reedley, CA 93654-2099
Phone: (559) 638-3641
Fax: (559) 638-5040
Internet: www.reedleycollege.com
E-mail: leticiaalvarez@sccd.com

San Joaquin College of Law
901 Fifth Street
Clovis, CA 93612-1312
Phone: (559) 323-2100
Fax: (559) 323-5566
Internet: [Http://www.sjcl.edu](http://www.sjcl.edu)
E-mail: admissions@sjcl.edu

San Joaquin Valley College
295 East Sierra Ave
Fresno, CA 93710
Phone: (559) 448-8282
Fax: (559) 448-8250
Internet: www.sjvc.com
E-mail: N/A

San Joaquin Valley College-Aviation
4985 East Andersen Avenue
Fresno, CA 93727
Phone: (559) 453-0123
Fax: (559) 453-0133
Internet: www.sjvc.com
E-mail: N/A

Sanger Adult School
1045 Bethel Ave.
Sanger, CA 93657
Phone: (559) 875-7121
Fax: (559) 875-1820
Internet: N/A
E-mail: N/A

Selma Adult School
3125 Wright Street
Selma, CA 93662
Phone: (559) 896-6651
Fax: (559) 896-7147
Internet: N/A
E-mail: N/A

Selma Learning Center
2001 First Street
Selma, CA 93662
Phone: (559) 896-3012
Fax: (559) 896-8836
Internet: N/A
E-mail: N/A

Sierra Valley Business College
4747 North First Street, Building D
Fresno, CA 93726
Phone: (559) 222-0947
Fax: (559) 222-2973
Internet: www.sierravalleycollege.com
E-mail: bgilliam@sierravalleycollege.com

Tech Connect--San Joaquin Valley
2743 E. Shaw Ave., #101
Fresno, CA 93710
Phone: (559) 291-8880
Fax: (559) 291-8890
Internet: www.tech-connect.com
E-mail: info@fresno.tech-connect.com

The Fourth R of Fresno
5150 N. Sixth Street, Suite 174
Fresno, CA 93710
Phone: (559) 241-0246
Fax: N/A
Internet: N/A
E-mail: training@fresno4thr.com

Therapeutic Learning Center
3636 North First Street, Suite 154
Fresno, CA 93726
Phone: (559) 225-7772
Fax: (559) 252-5313
Internet: N/A
E-mail: N/A

Truck Driving Academy-Fresno
2757 South Golden State Blvd.
Fresno, CA 93725
Phone: (559) 233-4700
Fax: (559) 266-0747
Internet: N/A
E-mail: N/A

University of Phoenix
8355 N. Fresno, Suite 200
Fresno, CA 93720
Phone: (559) 451-0334
Fax: (559) 438-0263
Internet: www.uophx.edu/northcal
E-mail: scott.motsenbocker@apollogrp.edu

Valley Regional Occupational Program
755 J Street
Parlier, CA 93648
Phone: (559) 646-3591
Fax: (559) 646-3593
Internet: www.theworks.com/~vrop
E-mail: vrop@theworks.com

Valley Software Educational
1702 E Bullard, St 103b
Fresno, CA 93710-5800
Phone: (559) 437-9825
Fax: (559) 437-9643
Internet: www.vsec.org
E-mail: vsec98.com

Valley Travel College
1368 West Herndon, Suite 101
Fresno, CA 93711
Phone: (559) 436-1027
Fax: (559) 436-1028
Internet: N/A
E-mail: N/A

Valley Vocational College
3216 N. Marks Ave.
Fresno, CA 93722
Phone: (559) 443-5252
Fax: (559) 443-5262
Internet: N/A
E-mail: vcftc@earthlink.net

West Hills College
300 Cherry Lane
Coalinga, CA 93210-1399
Phone: (559) 935-0801
Fax: (559) 935-3788
Internet: www.westhillscollege.com
E-mail: N/A

Western Pacific Truck School
4565 North Golden State Boulevard
Fresno, CA 93722
Phone: (559) 276-1220
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